Alcatel-Lucent OmniPCX Enterprise Communication Server

Alcatel-Lucent 4049 Attendant Console

User Manual

Alcatel·Lucent

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- 1999/5/EC (R&TTE)

CE

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Chapter

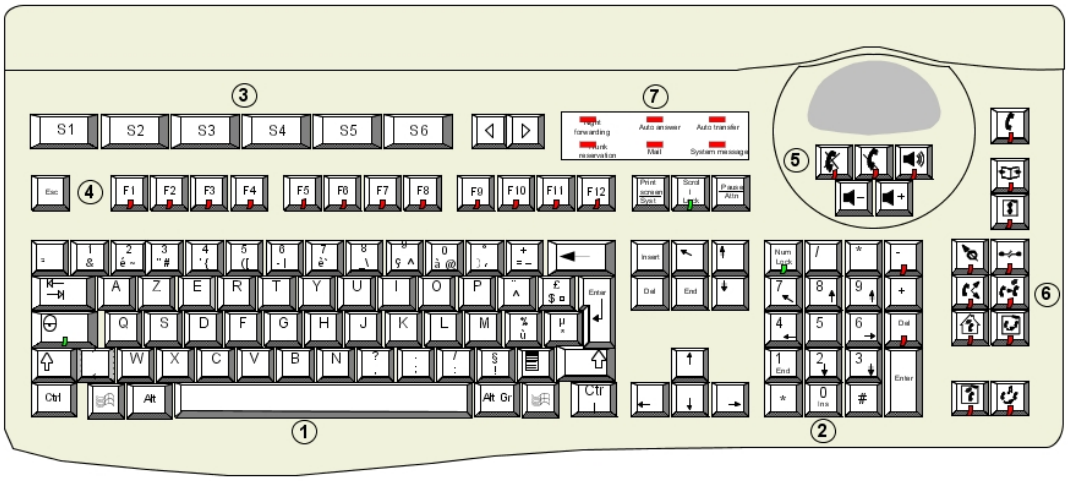
1

Console overview

1.1 Introduction

Alcatel 4049 attendant service is made possible by use of the Alcatel-Lucent MMK console keyboard which groups specialized features together. A compatible display (CRT or Alcatel-Lucent MMK keyboard LCD) is required.

1.2 Alcatel-Lucent MMK keyboard



The Alcatel-Lucent MMK keyboard is divided into seven areas:

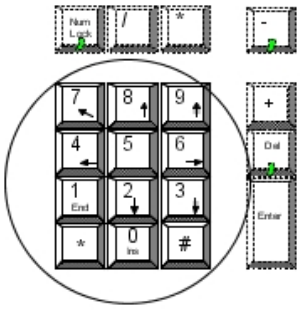
1. traditional alphanumeric keyboard,
2. 12-key number keypad (from 0 to 9, * and #),
3. 6 dynamic function keys, left and right scrolling keys,
4. 12 programmable keys with LEDs,
5. 5 audio keys,
6. 11 fixed feature keys with LEDs,
7. a section containing a group of 6 LEDs.

1.2.1 Alphanumeric keyboard

This is a standard alphanumeric keyboard. It may be of AZERTY or QWERTY type.

Note:
As for any keyboard, when the Caps Lock key *activated (green LED on) characters appear in capital letters. To deactivate this key during text entry, the Shift key* *must be pressed.*

1.2.2 Number keypad



This keypad is used for dialing. It consists of the keys from 1 to 9, “star” (asterisk), 0, and the "pound” sign (sharp).

Note:
The keypad is enabled for dialing when the *key is activated (green LED on).*

1.2.3 Feature keys

Dynamic keys are keys whose function is determined by the system according to the current feature or programming state. They cannot be programmed by the user.

These keys, also shown at the bottom of the monitor display screen, are mainly used for telephone features. They can have different functions depending on the screen in which they are shown. When they are active, a label indicates their function (Start, Guide, etc.) on the screen below their number (S1, S2, etc.).

The set of dynamic function keys is also used for:

- customizing the attendant console with the dynamic **Guide** key,
- modifying system management with the dynamic **Service** key.

The and keys are used to change pages. Like the feature keys, they are displayed on-screen.

1.2.4 Programmable keys

These keys are used to access additional features. The function of these keys is not determined from the attendant console, but by system management.

The following features can be assigned to these keys:

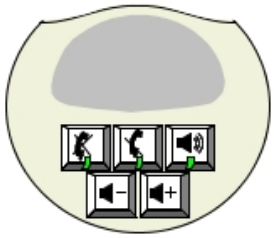
- not assigned,
- directory number supervision,
- speed dialing numbers,
- individual routing,
- network-network transfer,
- trunk group supervision,
- out of service trunk supervision,
- individual hold,
- call presentation,
- programmable,
- transfer with privilege,
- general hold (PCOT - Presentation Class of Traffic).

Note 1:
*in the idle state, the settings of some keys can be modified by using the **GUIDE** feature key. The settings that can be modified are the following:*

- *trunk group supervision,*
- *directory number supervision,*
- *out-of-service trunk supervision,*
- *speed dialing numbers,*
- *programmable by attendant.*

Note 2:
*In telephony mode and on attendant request, the dynamic **DispKeys** key is used to display the functions of programmable keys.*

1.2.5 Audio keys



Five keys are used to control the audio feature.

Mute:

This key is used to activate or cut off the handset microphone or **Hands-free** microphone during conversation keyboard speaker. When the mute feature is activated the LED lights.

Loudspeaker:

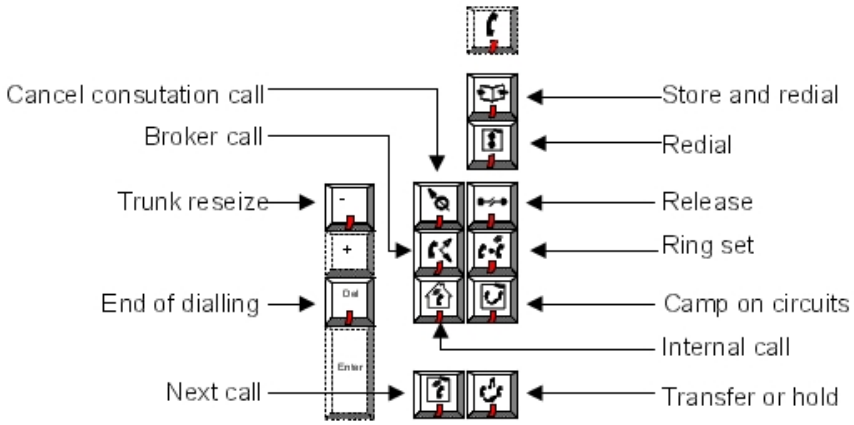
This key is used to activate or deactivate the keyboard speaker. When the speaker is on (LED on), the volume setting can be adjusted with the and keys.

Hands-free mode:

This key is used to:

- make a call without lifting the handset to go off-hook,
- answer a call without lifting the handset,
- activate the **Hands-free** microphone during conversation.
  When the feature is activated, the LED and the LED on the key are on.

1.2.6 Fixed feature keys (call processing)



These keys correspond to the basic features available to an attendant for processing calls. There is a red LED showing operation for each key.

Note 1:

The MMK *key (switching) is not used in the 4049 application.*

Store and redial:

The LED for this key lights steady when a number is stored and flashes to show that a number can be stored.

Operation of this key allows the attendant to store an external number that has just been dialed (including the trunk seizure code).

The number is placed at the top of a table that can hold up to 12 numbers. When the console is in idle state or in a single conversation, using the key displays a window on the screen. This window allows the attendant to choose an exterior number to be redialed from among the last 12 saved, or to launch the call (trunk seizure followed by the automatic redial of the external number) as designated in system management.

Redial:

This key is used to redial the last number dialled by the attendant.

This key's LED is on steady when at least one number has been dialed since the console was switched to the active state.

Release:

This key allows the attendant to release from all calls in progress or from a screen page activated by one of the function keys.

Cancel:

This key is used to cancel a consultation call that is being set up and returns the attendant to the conversation with the first caller.

Ring set:

Following a call or consultation call to an internal user, this key is used to ring the user's set:

- if the set is free, the user's number or name and the message **Is Free** are displayed on the screen,
- if this went off-hook just before the call, the station receives music-on-hold to indicate that the station is under **Attendant Control (Reserved)** by the attendant and the message **In Conversation** is displayed: in this state, this key can then be pressed to enter conversation with the internal user.

Broker:

When a consultation call has been set up, pressing this key allows the attendant to alternate between call parties while the other party is automatically put on-hold.

Camp on circuits:

This key is used to connect to the routed external call with the longest waiting time on no answer. It is also used to retrieve calls put on hold following extend with camp-on release.

If no programmable key has been assigned to “common hold”, calls put on hold by the attendant are also managed with this key.

When calls become "urgent", they can also be retrieved with the "Next call" key.

This key's LED lights steady to show that a circuit is waiting and flashes to show urgent wait.

Note 2:

A camp-on circuit is a circuit presenting a call which has camped on (ringing or busy) and that is still waiting for the internal set to answer.

Internal call:

This key connects the attendant to a call from an internal set (if the number of the attendant group was dialed).

The key's LED lights steady when there are one or more internal calls and flashes when there are one or more urgent waiting calls.

Transfer or hold:

In standard call state, this key is used to put the caller on hold (common hold).

During a consultation call, this key is used to transfer the first call party to the second call party.

Next call:

This key is used to take new calls or calls returning to the attendant console, unless they are managed with the and keys.

The key's LED lights and remains lit steady during a call or return call (call-back).

The LED flashes to indicate there is at least one urgent call waiting.

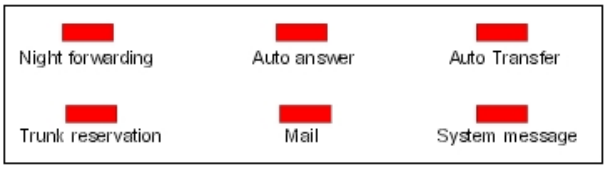
Trunk reseize:

This key is used to begin new dialing on the same, previously seized trunk: the system automatically releases and then reseizes the trunk. On reception of the external tone, dialling can be started again.

End of dialling:

This key is used to indicate to the system that external dialing is complete. This is used when dialing in a format that is ‘unknown' to the system.

1.2.7 LED group



Six LEDs are grouped in a special section of the keyboard. These LEDs light to indicate that one or several of the following states is/are activated:

Night forwarding :

This LED ligths steady when the attendant console is in **Night mode** (**Inactive** state, see Alcatel-Lucent 4049 Professional Attendant Console - Management from the attendant console - SERVICE dynamic key - Taking the console out of service).

Automatic answer mode :

This LED ligths steady when the console is in call distribution automatic connection mode (see Alcatel-Lucent 4049 Professional Attendant Console - Management from the attendant console - GUIDE dynamic key - Automatic answer mode).

Automatic transfer mode :

This LED ligths steady when the attendant activates automatic transfer mode (see Alcatel-Lucent 4049 Professional Attendant Console - Management from the attendant console - GUIDE dynamic key - Automatic transfer mode).

Trunk reservation :

This LED ligths steady when the **Trunk reservation** function is active and at least one trunk is reserved for the attendant (see Alcatel-Lucent 4049 Professional Attendant Console - Management from the attendant console - SERVICE dynamic key - Controlling access to the public network (Direct Outward Dialing)).

This LED flashes when access to the public network is barred to all users (see Alcatel-Lucent 4049 Professional Attendant Console - Management from the attendant console - SERVICE dynamic key - Controlling access to the public network (Direct Outward Dialing)).

Mail :

This LED ligths steady to show that there is at least one new message (see Alcatel-Lucent

4049 Professional Attendant Console - Console features - Additional telephone facilities - Reading messages).

System message :

This LED ligths steady to indicate a problem on the system.

1.3 Display screen

Display is on a 640x480 pixel CRT or LCD monitor screen.

Caution:

There may sometimes be differences in the display and the terms used:depending on the country the system is in, the application may designate certain functions using a different name.

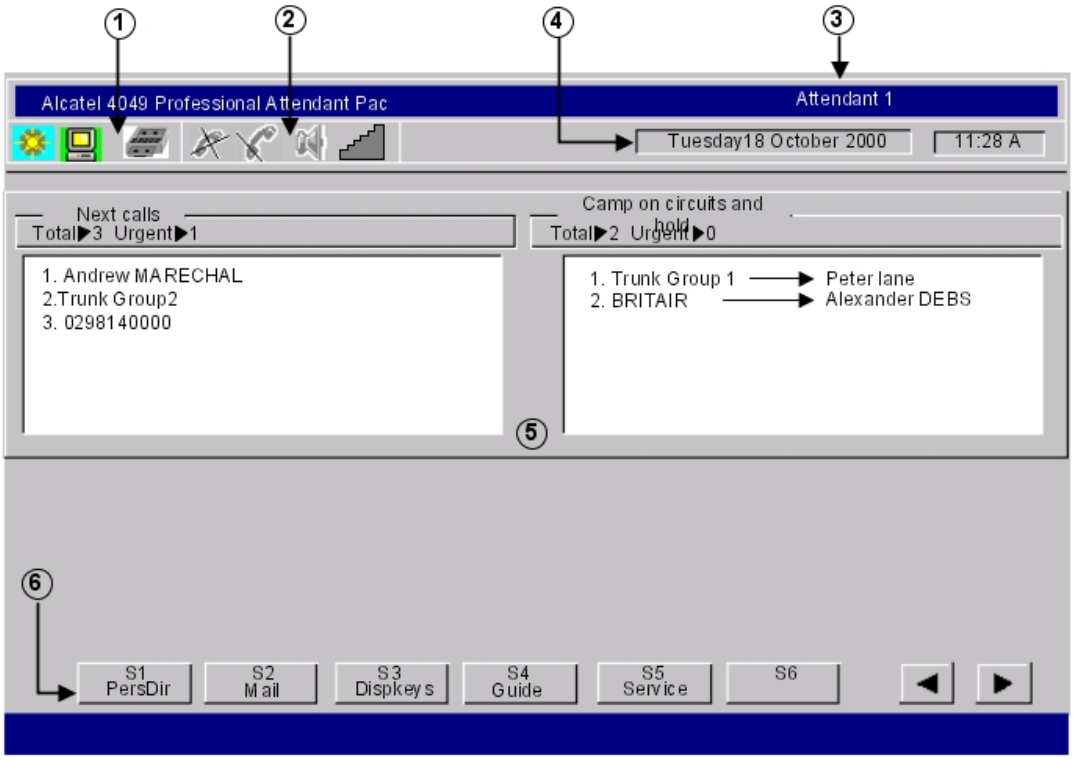


Figure 1.9: Example screen

The top line of the screen is divided into four fields areas:

1. Attendant group status:
   - **Day mode**,
   - **Night mode**,
   - **Forwarding 1**,
   - **Forwarding 2**,

- and also the status of the "record conversation" feature.

2. Audio key status:
   - dimmed: **Mute** activated - micro deactivated; active: **Mute** deactivated - micro activated,
   - active: **Loudspeaker** activated; dimmed: **Loudspeaker** deactivated,
   - active: **Hands-free** activated ; dimmed: **Hands-free** deactivated,
3. A field of 24 characters maximum, that can be filled in by the attendant to identify the console,
4. Day, date and time.

5. The main part of the screen is taken up by several windows that change according to the status of the console and operations in progress.

6. The bottom line of the screen displays dynamic feature keys S1 to S6 with the labels describing their functions.

Note:

A dynamic key with no label is inactive.

Depending on console status, several types of screen may be displayed:

- console inactive,
- console active:
  - PCOT - Presentation Class of Traffic not programmed,
  - PCOT - Presentation Class of Traffic programmed,
  - with programming keys displayed.

1.3.1 Console inactive

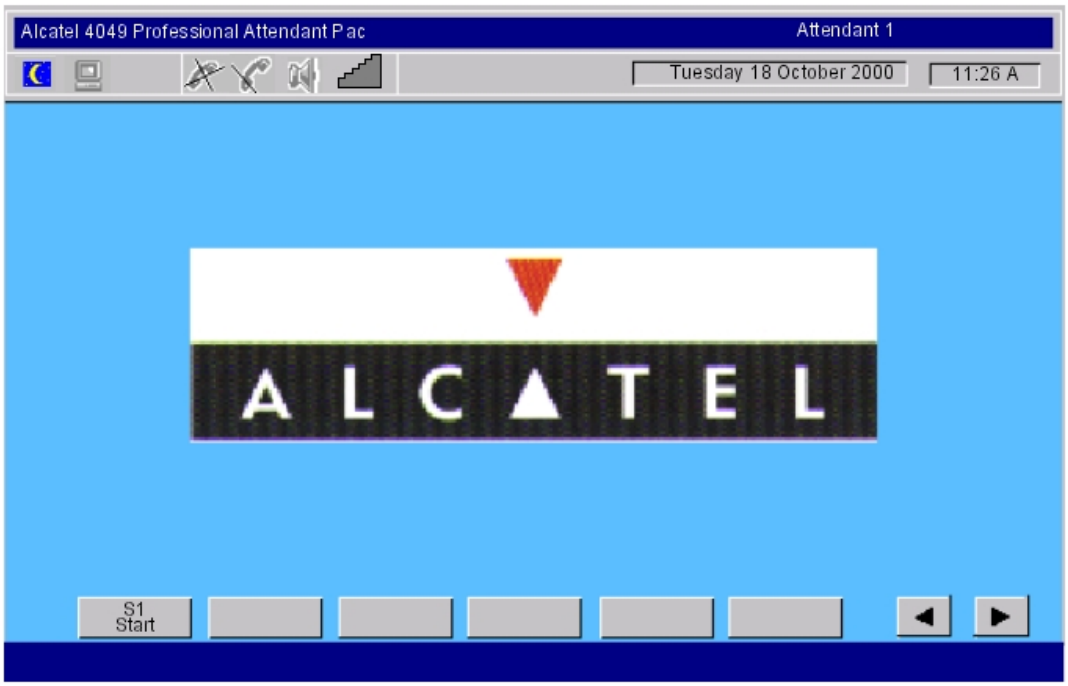


Figure 1.10: Display screen for inactive console

This screen shows group status, this can be:

- **Night mode**,
- **Day mode**,
- **Forwarding 1**,
- **Forwarding 2**.

Whatever the service displayed, the attendant console is inhibited. In this state, the only available command is the dynamic key S1 **Start** to switch the console to the **Active** state.

1.3.2 Console active, idle state

This is the normal status (attendant present and ready). To switch from the **Inactive** state (see figure: Display screen for inactive console) to the **Active** state, the attendant must press dynamic function key S1 **Start**.

Two basic screens may be displayed according to whether or not the “common on hold” PCOT - Presentation Class of Traffic has been programmed in management. The screens for the two modes are basically the same and only differ slightly in appearance.

Note:

PCOT - Presentation Class of Traffic, calls to attendant processing circuit.

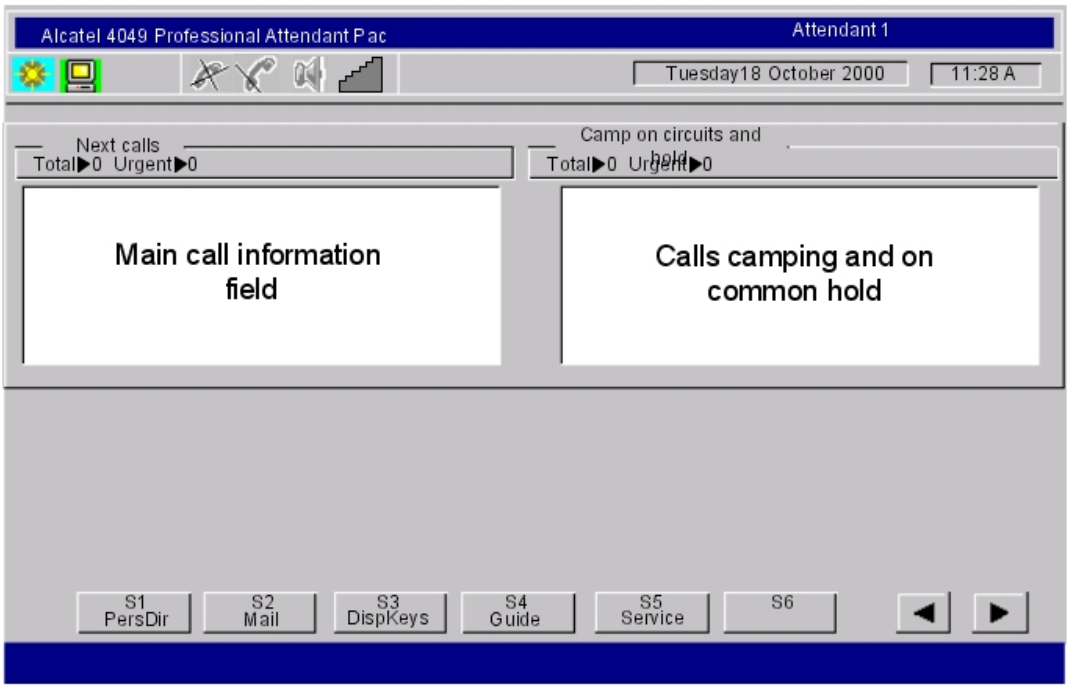


Figure 1.11: Display screen for Active console with PCOT not programmed

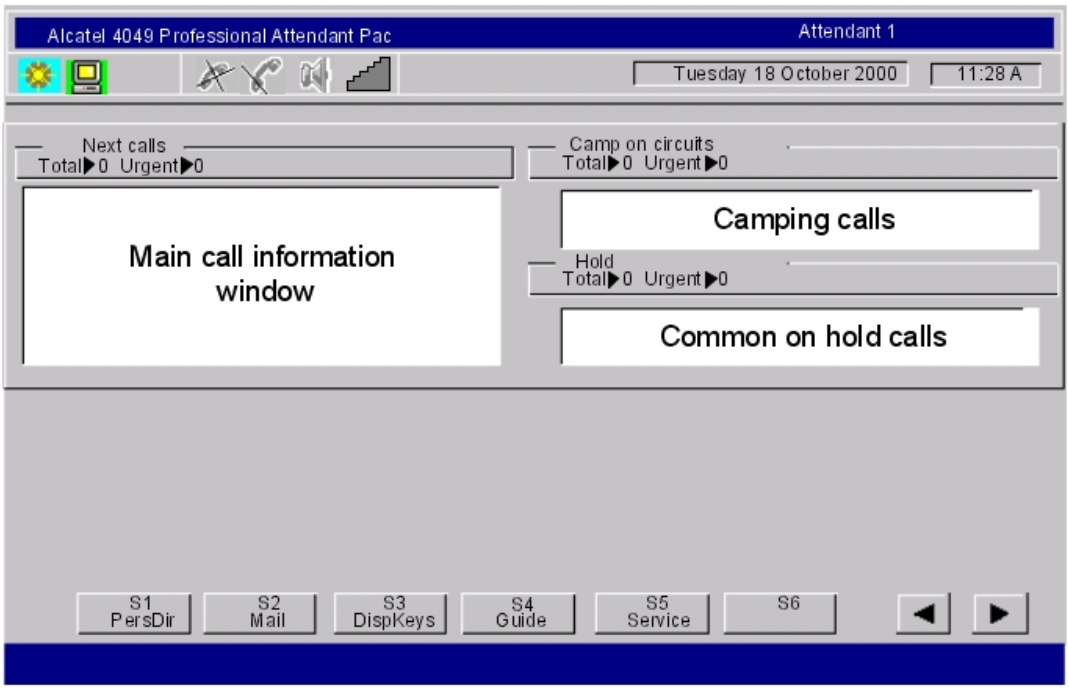


Figure 1.12: Display screen for active console with PCOT programmed

By pressing function key S3 **Display keys**, the attendant can also view programmable keys on-screen.

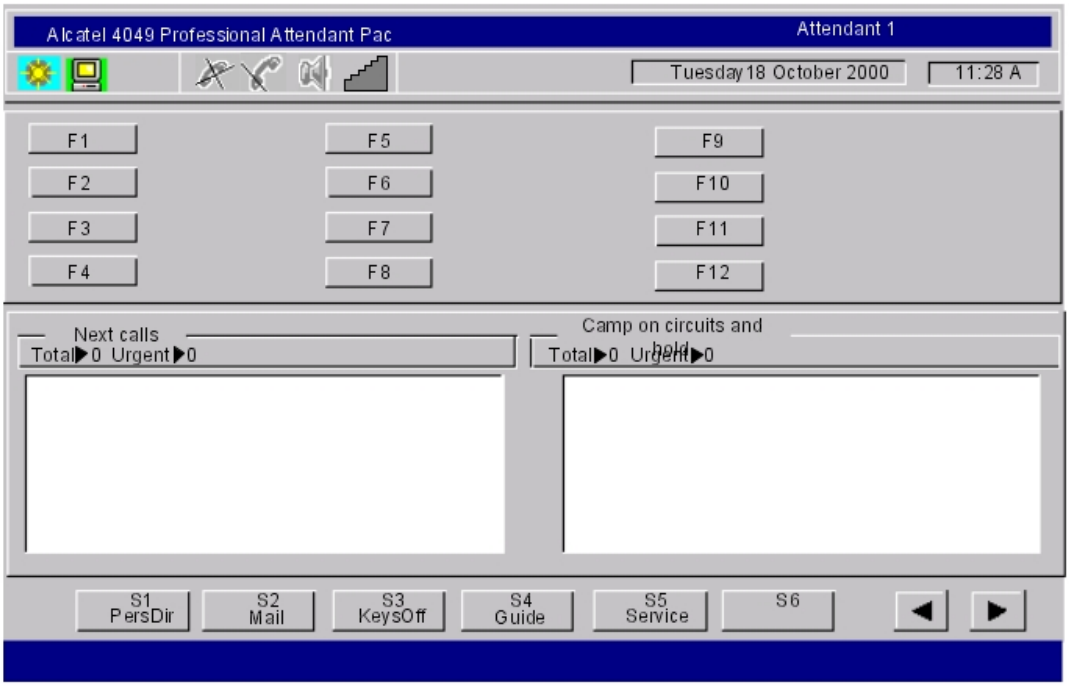
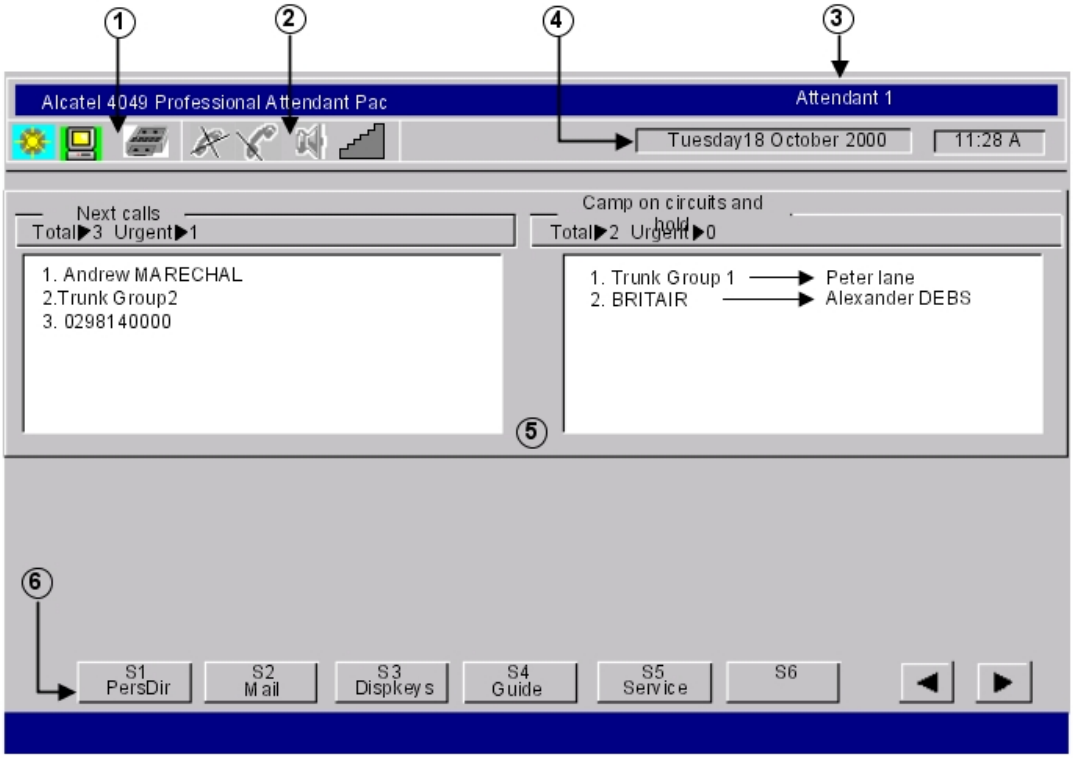


Figure 1.13: Display screen with programming keys displayed

1.3.3 Call processing

The display supplements the information given on the labels by continuously updating information need for call processing.



1.3.3.1 Normal call or enquiry call to an internal set

When a call is made to an internal set, a window is displayed on the left of the screen.

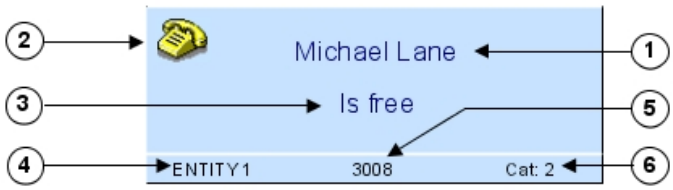


Figure 1.15: Example call to an internal set

The number of the set called is progressively displayed as the digits are dialled.

When dialling is complete, the following information is displayed on-screen, in the dialing window:

1. The name or directory number of the internal user the call has reached,
2. Set status icon:
   - Is free,
   - Is ringing,
   - In conversation,
   - Do Not Disturb,
   - Busy,
   - Out of Service.
3. Set features and status:
   a. Set features:
   - **DND**:
     the set is in the **Do Not Disturb** state, but can be reached,
   - **AbsentMsg**:
     the set has activated an apology message but can be reached,
   - **Retr.inte**:
     transfer of a public network call to the set is restricted, i.e. not authorized.

   b. Set status:
   - **Is free**:
     the set is free and automatically placed under **Attendant Control** (Reserved) by the attendant (the user hears the on-hold music indicating that the attendant has temporary control of the station),
   - **Is ringing**:
     the set is rung when the attendant connects the call (press the fixed feature key),
   - **In conversation**:
     the user answered the attendant's call,
   - **Busy Internal**: the user is communicating with an internal user.
     If it is a multi-line set, it is busy but can be reached on a free line if the fixed feature key LED is lit steady,
   - **Busy External**:
     the user is communicating with an external user.
     If it is a multi-line set, it is busy but can be reached on a free line if the fixed feature key LED is lit steady,
   - **Busy Full Internal**:
     all lines of the multiline set are busy, the user is on a call with an internal user,
   - **Busy Full External**:
     all lines of the multiline set are busy, the user is on a call with an external user,
   - **Set Out Of Service**:

the user's set is out of service (problem with the set, cable, equipment),

- **Set out of moving**:
  the user's set equipment is declared **inoperative** (by a prefix or in management).
- **Unobtainable**:
  the set called is already communicating with a user, in addition, there is a call waiting, ringing, on-hold, line lockout, or in single conversation with another attendant,
- **On hold**:
  the call is on automatic hold (consultation call),
- the sign # (+ name or number):
  if the number (or name) displayed is not that dialled by the attendant, the "#" sign shows that the display is for a set that the call has reached via forwarding or overflow.

4. set entity name,
5. set directory number,
6. set access class of service or public network number.

1.3.3.2 *Answering an internal call*

When a call is received on an internal set, a window is displayed on the left of the screen.

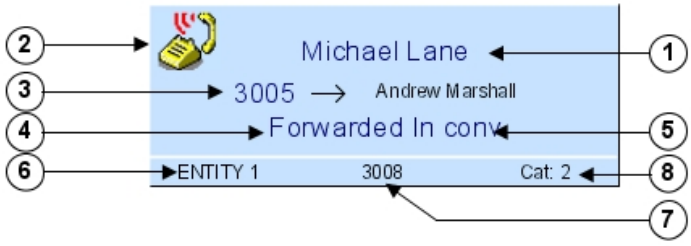


Figure 1.16: Example window for an internal call

After answering the call, and each time the attendant is in conversation with a user (for example, after outgoing call seize), the following information is displayed in the window:

1. the name or directory number of the user making the call,
2. Set status icon (see Normal call or enquiry call to an internal set),
3. Entity name,
4. Call origin:
   - **Forwarded**:
     the call has been re-routed following forwarding of the called set to the attendant console,
   - **Consultation**:
     attendant call from a consultation call,
   - **CallBack**:
     call in response to a previously confirmed call-back request,
   - **ATTtransfer**:

the call has been forwarded by another attendant,

- **Private**:
  set transfer to the public network is not authorized,
- **Retr.inte**:
  transfer of a public network call to the set is not authorized.
- **Transfer**:
  the call has been transferred by a user or an attendant.

5. Set status,
   - **In Conversation**:
     the set has gone off-hook and the attendant is in conversation with the user (if not, the attendant can switch to conversation mode by pressing the fixed function key),
   - **Is free**:
     the user has hung up. The attendant is in the same situation as for a call to a free set (see Normal call or enquiry call to an internal set),
   - **On hold**:
     the user is on hold (consultation call).
6. The name of the caller's entity,
7. Set directory number,
8. Set public network access class of service.

1.3.3.3 Incoming external call

When there is an incoming call from an external set, a window is displayed on the left of the screen.

Figure 1.17: Example incoming external call

After answering the call, and whenever the attendant is connected to the trunk, the following information is displayed:

1. the name of the trunk handling the call. In the case on an incoming call via ISDN or other call identification service, the caller's number (if sent) or name (if known to the system) may be displayed instead of the trunk name,
2. trunk status,
   - **In conversation**:
     connected; the call with the external party is established,
   - **Trunk released**:
     the external user has hung up (disconnected) and the trunk is released,
   - **On hold**:

the user is on hold (consultation call).

3. call origin:
   - **Forwarded**:
     the call is from a set with immediate forwarding to the attendant console,
   - **ATTtransfer**:
     the call has been transferred by another attendant,
   - **On hold**:
     the call was previously put on-hold,
   - **Chained**:
     the call was previously transferred with chained extend,
   - **Camp on**:
     the call was previously put on camp on release,

1.3.3.4 Outgoing external call

As soon as the seize prefix is dialled, the trunk name is displayed (in the case of overflow, the name displayed is that of the trunk really used).

The external number is progressively displayed as the digits are dialled.

As soon as conversation begins (reception of response signal or first charge unit at the end of the timer), the attendant is in the same situation as for an incoming call (see Incoming external call).

Chapter 1 *Console overview*

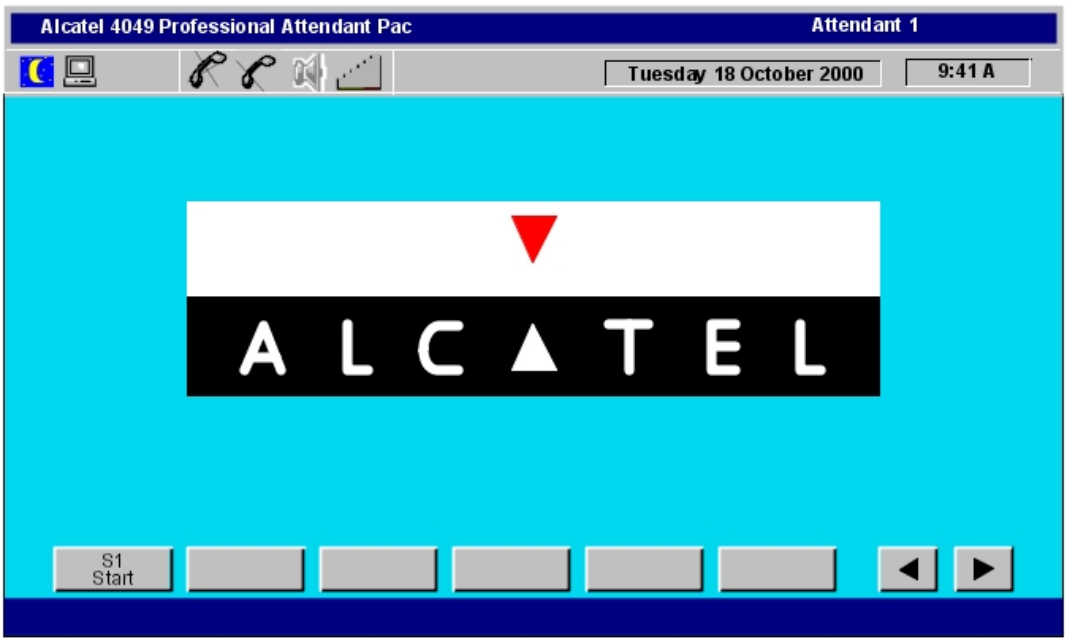
Chapter

2

Console features - Main telephone facilities

2.1 Start-up

▼ When the console is powered up, it initializes and goes to the **Inactive state** position. The status of the group is displayed on the screen.



To become operational, the console must be switched to the **Active** state. To do this, press the dynamic **Start** key.
In addition, from system management, console access to the following features can be authorized, restricted or controlled with a password:

- group status: night,
- group status: day,
- group status: mode 1,
- group status: mode 2,
- modification of feature, connection, network access and charging classes of service (categories),
- Like Manager Att.Group,
- date/time update,
- management of speed dialing for external numbers,
- management of subscriber sets (creation, modification and deletion)/directory number,
- modification of cost center,
- charging,
- out of service trunk display,
- trunk group reservation (automatic/selective),
- direct seize locking,

- traffic overflow,
- user service management,
- entity status: night,
- entity status: day,
- entity status: mode 1,
- entity status: mode 2,
- attendant console routing tables,
- attendant group routing tables,
- entity routing tables,
- wireless PWT/DECT set registration and de-registration,
- wireless PWT/DECT set install and uninstall,

2.2 Calling an internal user

2.2.1 Calling a free internal user

2.2.1.1 Attendant Control

When a valid free internal user is called, the set momentarily comes under Attendant Control (Reserved).

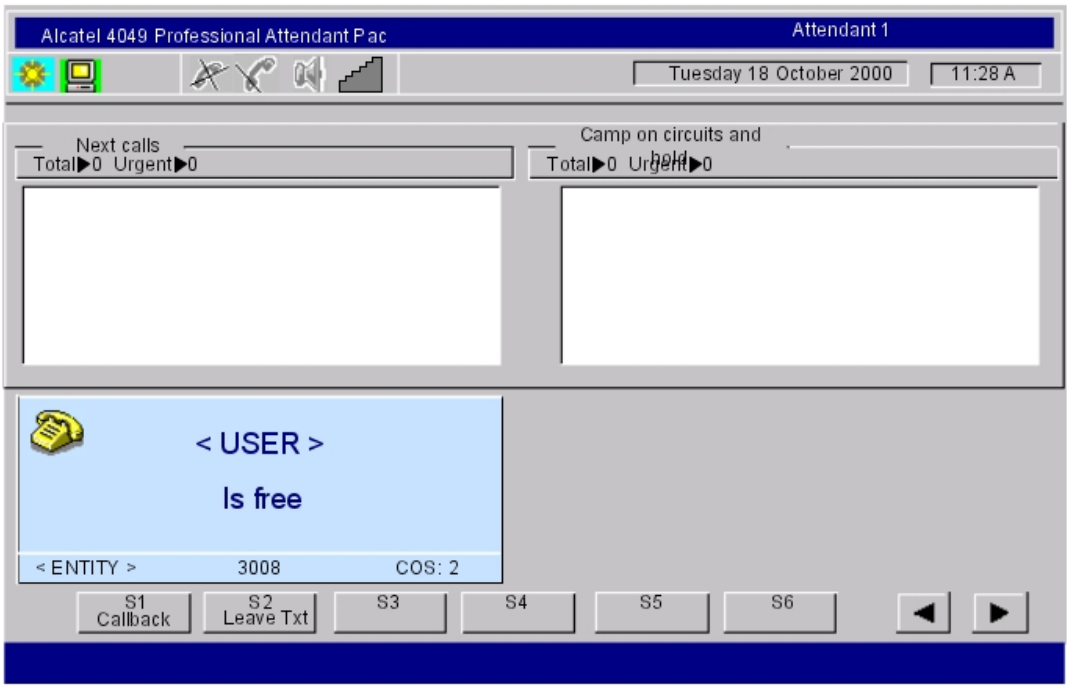
This state is indicated to the called set (with a display), but the set does not ring until the key has been pressed on the attendant console.

This special attendant console feature allows the user called to be reached at all times. If the user goes off-hook, the user hears on-hold music indicating that the set is under **Attendant Control** and that all outgoing calls from this set are momentarily restricted; by pressing the key, the attendant automatically connects to the call.

2.2.1.2 The set is not forwarded

2.2.1.2.1 Implementation

After dialing the requested number (in this example 3008), the following screen is displayed:



- **Numbering window:**
  - **User**: gives the name and first name of the called party if known to the system,
  - **Free**: shows that the selected set is free,
  - **3008**: directory number called,
  - **Entity**: name of the called party's entity,
  - **COS**: access class of service for the external network.
- **Dynamic keys:**
  - S1, **CallBack**: to leave a callback request,
  - In some cases, depending on the additional call functions available on the system, the following dynamic function keys may be displayed:
    - **LeaveTxt**: to leave a short text message for the called party,
    - **Voice**: to leave a voice mail message,
    - **Beep**: to activate paging.

The call is initiated on the user set by pressing the key:

- **Call window:**

- **Dynamic keys:**
  The dynamic keys for the previous function remain available.

The user answers the call:

- **call window**

- **Dynamic keys:**
  The following dynamic keys can be used by the attendant:
  - S1, **ATTtransfer**: transfer to attendant,
  - S2, **ProgConf**: transfer to a programmed conference,
  - S3, **DTMFSend**: switch to transparent multifrequency dialing,
  - S4, **Record**: records the conversation.

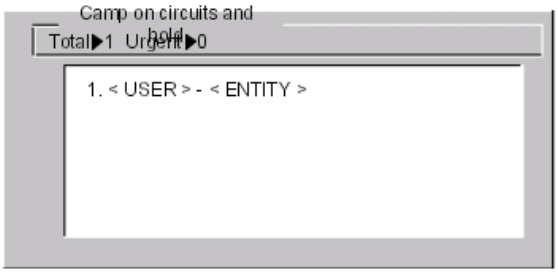
From this status, the attendant directs the conversation and only he/she can release the call by using the key.

2.2.1.2.2 Put on hold

To put a call on hold, press the key:

the user set is put on hold with the on-hold music or on-hold tone. The user is then displayed in the “Camp-on circuits and hold” (waiting calls) window.

- **Camp on circuits and hold window:**

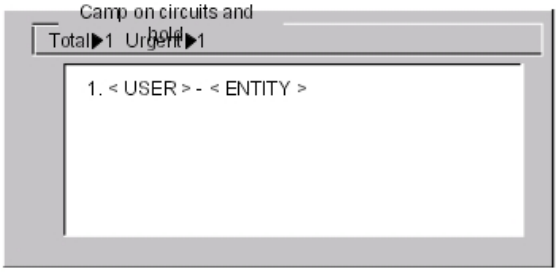


The key's LED comes on.

- **Dynamic keys:**
  - S1, **PersDir**: personal (individual) directory,
  - S2, **Message**: to access mail services,
  - S3, **DispKeys**: displays programmable keys,
  - S4, **Guide**: to enter guide mode,

- S5, **Service** : to enter service mode,

The normal wait counter shows that the call is waiting. If the attendant does not retrieve the call within 30 seconds, the LEDs of the and key flash, the "Camp on circuits and hold" window changes to:



The dynamic keys for the previous function remain available.

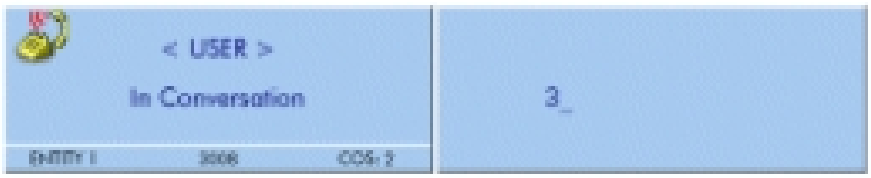
The attendant retrieves the waiting call by pressing either the or key and returns to the following window:

From this screen, the attendant can activate an consultation call to another set or release the call in progress by pressing the key.

2.2.1.2.3 Consultation call to a free set and cancellation

The consultation call is activated from the conversation screen or the dialing window. The attendant dials the first digit (3) of the set to be called (3005 in the example below).

- **Consultation call Dialing entry window:**



The key LED lights.

Press this key to cancel the consultation call.

- **Dynamic keys:**
  - at this stage, no dynamic keys are available.

When numbering is complete, the attendant presses the key.

- **Consultation call selection window:**

Note:
The "phone in conversation" icon (colored) of the user in conversation is replaced by a dimmed "phone busy" icon.

- **Dynamic keys:**
  - S1, **CallBack**: to make a request for call-back,
  - S2, **LeaveTxt**: to leave a short text message for the called party.

When the user answers, the consultation call selection window is replaced by the consultation call window.

- **Consultation call window:**

- **Dynamic keys:**
  - S1, **DTMFSend**: to switch to transparent DTMF (Dual Tone Multi-Frequency) dialing,
  - S2, **Record**: to record the conversation.

To cancel the consultation call, press the key.

The “standard” call window again displays the first call party.

In this position, the attendant can release the conversation by pressing the key or carry out another "put on hold" by pressing the key.

2.2.1.2.4 Broker call (back and forth)

The attendant can alternate between two calls from the consultation call conversation screen.

- **Consultation call window:**

- **Dynamic keys:**
  - as in Consultation call to a free set and cancellation .

press the key:

call party 2 is automatically put on hold and hears the on hold music.

- **Window for conversation with call party 1:**

- **Dynamic keys:**
  - as in Consultation call to a free set and cancellation .

press the key:

call party 1 is automatically put on hold and hears the on-hold music.

- **Window for conversation with call party 2:**

- **Dynamic keys:**
  - as in Consultation call to a free set and cancellation .

The following fixed function keys are active (corresponding LEDs lit steady):

- **Broker call**: the attendant can continue alternating between the two calls,
- **Cancelling a consultation call**: the attendant can cancel the conversation in progress,
- **Transfer**: see Transfer ,
- **Release**: the console releases both parties and returns to idle.

2.2.1.2.5 Transfer

In consultation call position, the attendant can transfer a 1st party to a 2nd party.

- **Window for conversation with call party 2:**

- **Dynamic keys:**
  - as in Consultation call to a free set and cancellation .

Press the key, party 1 is transferred to party 2 and the attendant console returns to idle.

2.2.1.3 Set forwarding to another set

2.2.1.3.1 Set with immediate forwarding or forwarding on busy

In the following example, user 1 has immediate forwarding to set 3008.

- **Dialing entry window:**

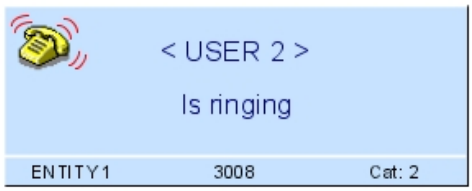
After dialing the called party's directory number, the dialing entry window shows that the set is with immediate forwarding to another set and gives the name or directory number of the destination set.

- **Dynamic keys:**

- S1, **Override**: is used to override the forwarding command (and connect to dialed party),
- S2, **CallBack**: is used to leave a call-back message.

Press the key, the forwarding destination set is rung:

- **Dialing entry window:**



- **Dynamic keys:**
  - S1, **Override**: is used to override the forwarding command (and connect to dialed party),
  - S2, **CallBack**: is used to leave a call-back message.

Then proceed with user 2 as in The set is not forwarded .

Note:
*If the set called has immediate forwarding to an external number, the messages #**External** and **Is free** are displayed. After the call, the display becomes #**External**.*

2.2.1.3.2 Set with forwarding on no answer timer

In the next example, set 3005 has forwarding on no answer timer to set 3008.
After dialing the directory number of the called party, the dialing entry window shows:

- **Dialing entry window:**

Note:
There is no on-screen indication that the set is forwarding. The forwarding information appears on the dynamic keys, when appropriate.
If the attendant presses the key, set 3005 should ring.

- **Dynamic keys:**
  - S1, **Overid.**: is used to override the “no answer” period (to ring the destination set),
  - S2, **Callback:** is used to leave a callback message,
  - S3, **Voice**: is used to leave a voice mail message,
  - S4, **Assoc**: is used to connect to the associate station.

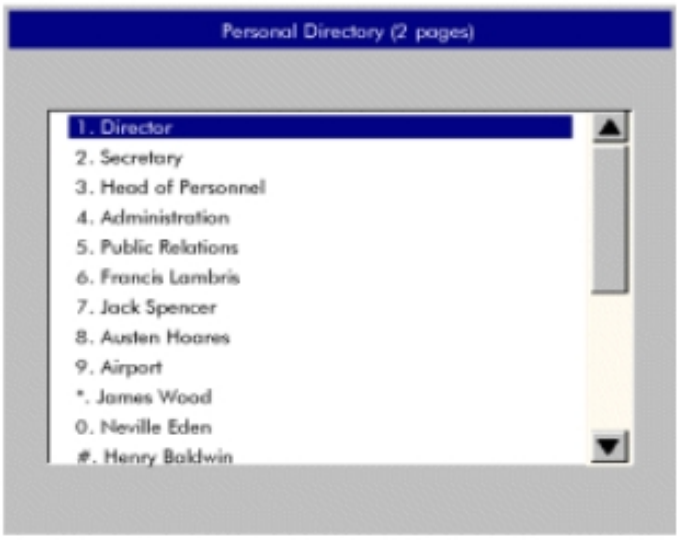
The forwarding destination is selected by pressing dynamic key S1, **Overid**. The attendant can then decide whether to ring the forwarding destination or not, or to use dynamic key S1, **Override**, S2, **LeaveTxt**.

2.2.1.4 Call by personal directory

The personal directory is used by the attendant to call an internal (or external) user directly by using a key to dial the requested user's number.

The personal directory call can be made from the idle state of the attendant console or when the console is in the consultation call state.

- **Accessing the directory:**
  press dynamic key S1, **PersDir**: the different users stored in the directory are displayed.



- **Navigation - Selection:**
  move between pages by pressing the page up/down keys on the keyboard,

  the number is selected:
  - either by pressing the corresponding number key on the keypad (1 to #), or by moving the selection bar (reverse video) with the keys,
  - confirm with the **Enter** key on the keyboard.

2.2.1.5 Dial by name

This feature allows an internal (or external) user to be selected by name. Dial by name can be requested either from the idle state or in the consultation call phase.

As soon as a key on the alphanumeric keyboard is pressed, the attendant console switches to **Dial by name** mode.

- **Dial by name window:**

The attendant can confirm selection as soon as the second character is displayed or wait and enter additional letters.

- **Dynamic keys:**
  - S1, **Name**: to select a call by name or part of the name,
  - S2, **Initials**: to select a call by initials,
  - S3, **LName/FN**: to select a dial by name and first name.

The attendant selects the requested user:

- either by name or part of the name (key S1),
- or by initials (key S2),
- or by name and first name (key S3).

Note:
*If the attendant presses one of the keys S1 to S3 but has only typed a single character, the message **More than one character** is displayed in the call window and only the S1 key **Modify** becomes available.*

The system then accesses the name table and displays the list of matching items.

Example of a name list obtained by using the initials WJ:

The user is selected as described in Call by personal directory .

2.2.1.6 *Call by speed dialing*

The attendant performs speed dialing by using:

- the direct access prefix,
- the access prefix followed by the row designation for the speed dialing number,
- pressing the key programmed for an speed dialing number.

Standard speed dialing is typically used for longer numbers that are required during external dialing. As soon as dialing entry analysis is complete, the screens and rest of the procedure are the same as for a standard call.

2.2.1.7 *Call by programmed key*

When a key has been programmed (see Alcatel-Lucent 4049 Professional Attendant Console - Management from the attendant console - GUIDE dynamic key - Programming the programmable keys), pressing this key sends the call to the set. The screens and the procedure are the same as for a standard call.

2.2.2 Call to an internal user who is not free

A user on a call with another party is seen as **Busy** if barge-in is not authorized.
If the barge-in is authorized, the attendant will note one of the following states:

- **Busy internal** if the set is an internally busy single line set or an internally partly busy

multi-line set,

- **Busy external** if the set is an externally busy single line set or an externally partly busy multi-line set,
- **Busy full internal** and is fully busy by a last internal call,
- **Busy full external** if the set is a multi-line set and is fully busy in conversation with another external user.

The dialing entry window is the same in all cases; only the label showing the type of “busy” will be different.

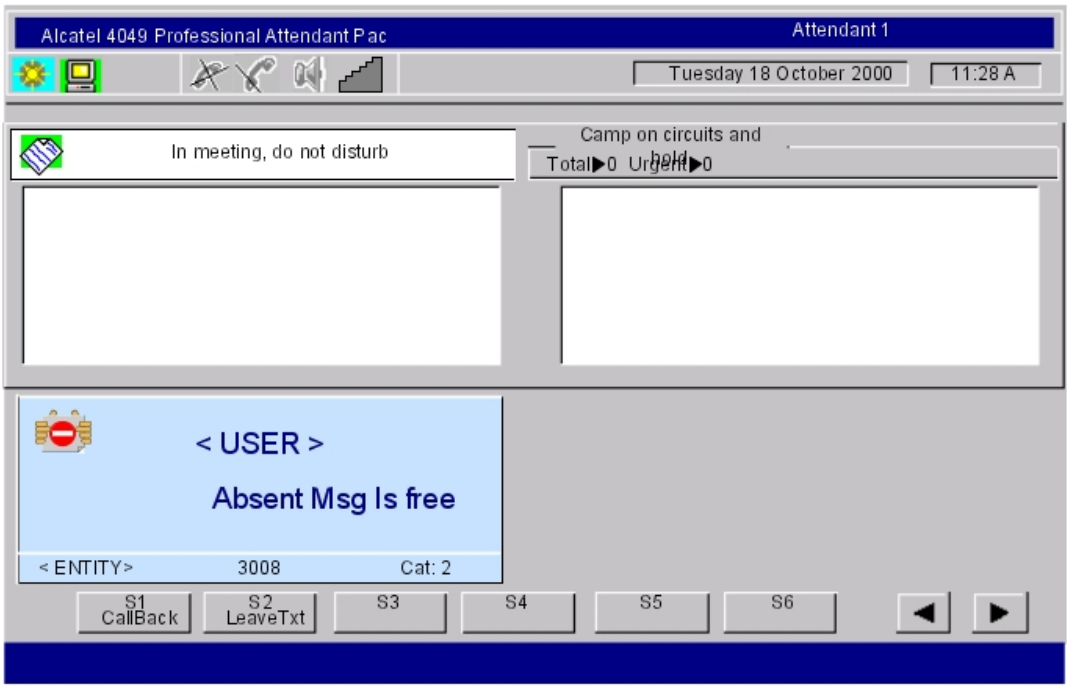
- **Dialing entry window Busy internal:**

- **Dynamic keys:**
  - S1, **Intrus**: is used to break into a call (if barge-in is authorized),
  - S2, **CallBack**: is used to leave a call-back message,
  - S3, **LeaveTxt**: is used to leave a message for the called party,
    or **Voice**: is used to leave a voice message (if voice messaging is provided),
  - S4, **DisplTxt**: is used to send a message (limited to 20 characters) that is directly displayed on the screen of the set called with no other intervention during the call (if barge-in is authorized.

2.2.3 The set has activated an apology message

When the set called has activated an apology message, the following screen is displayed after Dialing entry:

- **Dialing entry: window - apology message**



- **Dynamic keys:**
  - S1, **CallBack**: to leave a request for callback,
  - S2, **LeaveTxt**: to leave a short text message for the called party.

2.3 External call

2.3.1 External call by prefix or access code

After dialing the external access prefix (code), the dialing entry screen may display the following:

TrkGrp 02 is the name of the trunk group. All digits dialed on the keypad are displayed under the group name.

The attendant confirms to the system that dialing entry is complete by pressing the key.

After the called party has answered the call, according to a system option, the dialed number or the trunk group name is displayed.

The attendant can:

- suppress the external call and return to idle by pressing the key,
- reuse the same line to redial an external number by pressing the key.

Note:
As soon as the number is sent, it is added to the list of numbers that can be accessed by pressing the key.

2.3.1.1 Consultation call to an internal user

Proceed as in Consultation call to a free set and cancellation .

2.3.1.2 Broker call

Proceed as in Broker call (back and forth) .

2.3.1.3 Transfer to an internal user

Proceed as in Transfer .

2.3.2 External call with speed dialing

The attendant may employ speed dialing via:

- the direct access prefix,
- the access prefix followed by the row of the speed dialing number,
- pressing the key programmed for a speed dialing number.

As soon as dialing entry analysis is complete, the screen is the same as that described in External call by prefix or access code .

2.3.3 External call by programmed key

When a key has been programmed (see Alcatel-Lucent 4049 Professional Attendant Console - Management from the attendant console - GUIDE dynamic key - Programming the programmable keys), pressing the key seizes a trunk in the supervised trunk group and begins dialing the designated number.

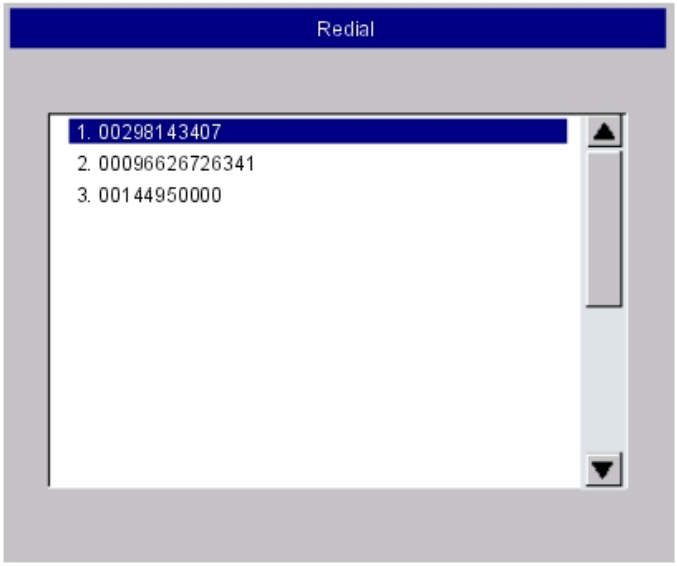
2.3.4 External call with the "Redial" key

Any external or internal number transmitted from the console is automatically stored (including the prefix). This number is placed at the top of a list that can include up to ten numbers. When the list is full, the last number recorded replaces the oldest number stored.

Whenever the attendant is ready to dial, the Redial key (LED on) can be used to automatically send a previously used external number [1]. Pressing this key again [2] displays a window showing the list of stored numbers.

Note:

- ***1.*** *an internal number is not automatically dialed. Pressing the steady key (lit steady) displays the call that will be dialed by the key .(lit steady).*
- ***2.*** *If pressing on the key (lit steady) automatically redials the last number dialed, pressing the key twice will then display the list of stored numbers. This feature is configured during system installation.*
- **Redial window:**



The user is selected as described in Call by personal directory .

2.3.5 External call by the "Store and redial" key

Each time an external number is sent from the console, the attendant can store this number (including the prefix) by pressing the store key (LED flashing).

This number is placed at the top of a list that can contain up to ten numbers.
When the list is full, the last number recorded replaces the oldest number stored.
Whenever the attendant is ready to dial, the attendant can use the fixed function key

(LED on) to automatically send a previously stored external number.

The key is used in the same way as the key (see External call with the "Redial" key).

2.4 Answering a call

2.4.1 Answering an internal call

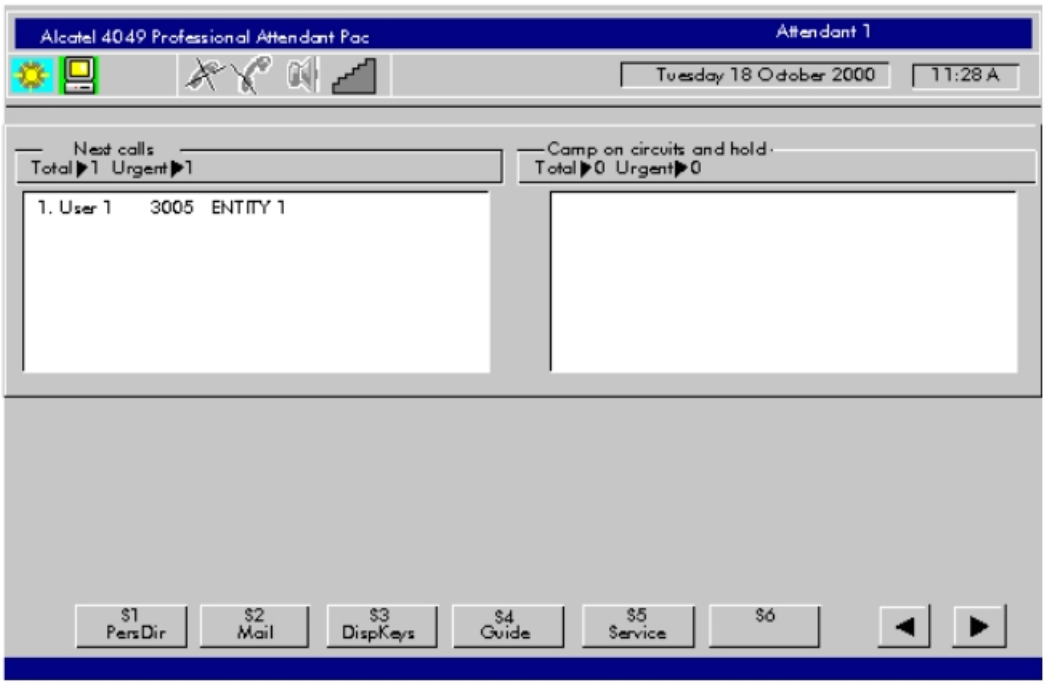
To answer an internal call, the attendant has the following alternatives:

- press the key (LED on),
- press the (LED on) if the call is to the attendant group or general attendant,

If the attendant does not answer immediately, after a 30 second timer the call passes into urgent mode, the urgent call counter in the **Next calls** window is incremented and the call seize key LEDs flash.

When an internal call is received, the following screen is displayed:

- **Call display**



Depending on availability and configuration, the caller's name, number and entity are displayed in the **Next calls** window.

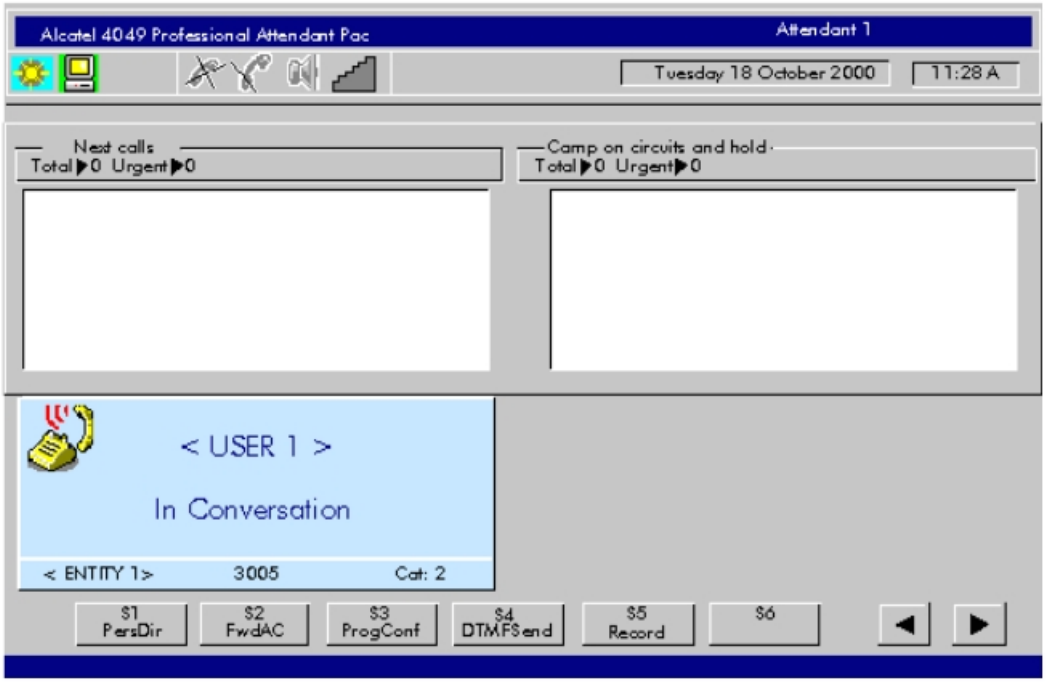
- **Dynamic keys:**
  - S1, **PersDir**: personal directory,
  - S2, **Mail**: attendant messages,

- S3, **DispKeys**: displays programmable keys,
- S4, **Guide**: to enter guide mode,
- S5, **Service** : to enter service mode;

The attendant takes the call by pressing one of the keys corresponding to the situations described above.

The following screen is displayed:

- **Call window:**



Caller items no longer appear in the **Next calls** window and are moved to the call window that is displayed on the left side of the screen.
The call window showing call characteristics includes the items listed in Alcatel-Lucent 4049 Professional Attendant Console - Console overview - Answering an internal call .
From this screen, the attendant can activate a consultation call to another set or release the call in progress by pressing the key.

- **Dynamic keys:**
  - S1, **PersDir**: personal directory,
  - S2, **FwdAC**: transfer to attendant,
  - S3, **ProgConf**: transfer to a programmed conference,
  - S4, **DTMFSend**: switch to transparent multifrequency dialing,
  - S5, **Record**: recording of the conversation.

2.4.2 Answering an external call

To answer an external call, the attendant has two alternatives:

-

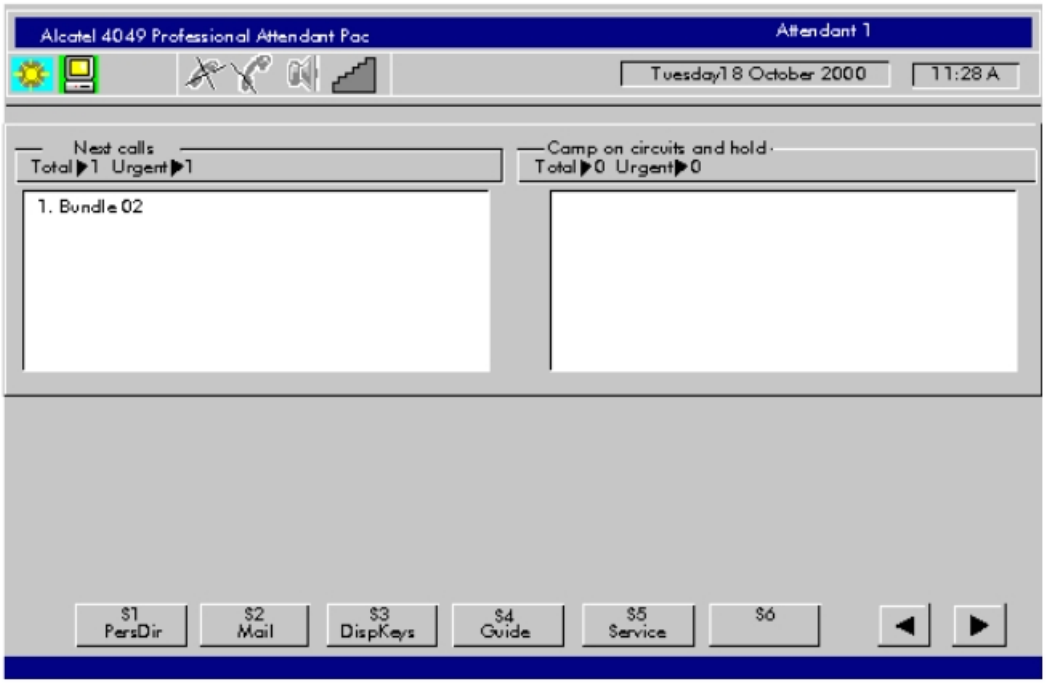
(LED on),

- when applicable, the attendant may press a “PCOT” programmed key (LED on), and may then be connected to the call with the highest priority in the waiting queue(s).

If the attendant does not answer immediately, after a 30 second timer the call changes to urgent mode, the urgent call counter in the "Next calls" window is incremented and the call seize key LEDs flash.

When an external call is received, the following screen is displayed:

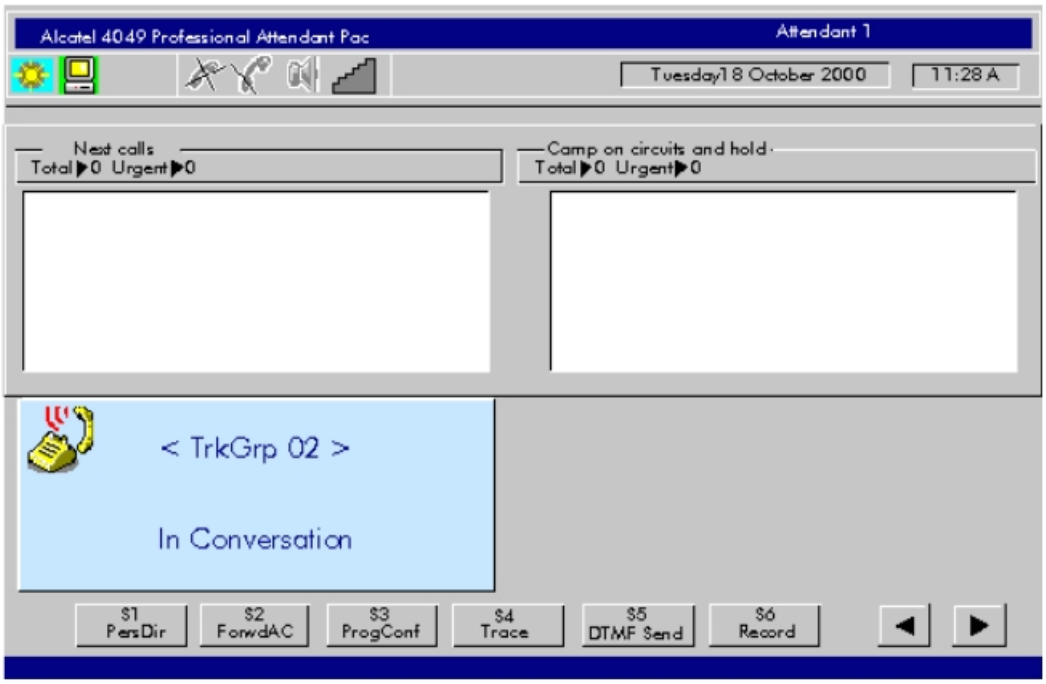
- **Call display**



- **Dynamic keys:**
  - S1, **PersDir**: personal directory,
  - S2, **Mail**: attendant messages,
  - S3, **DispKeys**: displays programmable keys,
  - S4, **Guide**: to enter guide mode,
  - S5, **Service** : to enter service mode.

  The attendant takes the call by pressing one of the keys corresponding to the situations listed above.

  The following screen is displayed:
- **Call window:**



Caller items no longer appear in the **Next calls** window and are moved to the call window that is displayed on the left side of the screen.
The call window showing call characteristics includes the items listed in Alcatel-Lucent 4049 Professional Attendant Console - Console overview - Incoming external call .
From this screen, the attendant can activate a consultation call to another set or release the call in progress by pressing the key.

- **Dynamic keys:**
  - S1, **PersDir**: personal directory,
  - S2, **FwdAC**: transfer to attendant,
  - S3, **ProgConf**: transfer to a programmed conference,
  - S4, **Trace**: triggers call tracing,
  - S5, **DTMF Send**: to switch to transparent multifrequency dialing,
  - S6, **Record**: recording of the conversation.

2.5 Call routing

2.5.1 Incoming external call to a free set

When the external call is established, the attendant sets up a consultation call to an internal set (see Consultation call to a free set and cancellation).

2.5.1.1 Routing without presentation

The attendant does not wait for the called party to answer. By pressing the key, the

attendant routes the external caller to camp on or “ring” the intended internal user.

Camping is still supervised by the attendant console in the **Camp on circuits and hold** window.

As long as the internal user has not answered, the attendant can retrieve the camping call with the key (LED on).

If the wait continues, the routed call changes to urgent, it is displayed in the **Next calls** window and the and LEDs flash.

The attendant can also route an external call with an **IndCamp** programmable key, routing is then displayed on-screen next to the **IndCamp** key and by the programmable key's LED. The call can only be retrieved with the **IndCamp** key.

2.5.1.2 Routing with presentation

The attendant waits for the called party to answer and then puts the first party through to the second by pressing the key.

2.5.2 Outgoing external call to a free set

2.5.2.1 The set is not connected to the attendant console

The attendant starts a call to an external party by:

- prefix or access code,
- speed dialing,
- programmed key.
  See the description of the procedure in External call .

From this state, the attendant can:

- route the caller without presentation (Routing without presentation),
- route the caller with presentation (Routing with presentation).

The information displayed during this routing is the same as for incoming routing.

Note:
Call tickets, charge units, etc. are charged to the attendant console if it is the last party involved in a call (e.g. in the case of no answer on a transfer).

2.5.2.2 The set is in connection to the attendant console

In this case, the attendant starts a call to an the external party in the consultation call state, and then establishes the link with a standard transfer.

2.6 Description of labels

2.6.1 Label for the 2nd field: status messages

- **Is free**:

user free, selected by the attendant,

- **Is ringing**:
  user with attendant call,
- **In conversation**:
  conversation established,
- **Unobtainable**:
  user went off-hook without being in call mode,
- **Set Out Of Service**:
  set not functioning properly,
- **Set out of moving**:
  set put out of service via system management,
- **On hold**:
  the call is automatically put on hold following a consultation call,
- **Busy internal**:
  internally busy single line set or internally partly busy multi-line set,
- **Busy external**:
  externally busy single line set or externally partly busy multi-line set,
- **Busy Full Internal**:
  multi-line set busy with a recent internal call,
- **Busy Full External**:
  multi-line set fully busy with a recent external call,

2.6.2 Label for the 1st field: status messages

- **BackHold**:
  the returning call has been put on hold,
- **Parked**:
  the caller was parked,
- **BackChain**:
  the call is a return chained call,
- **BackAnouc**:
  the call party is put on-hold following camp on release,
- **Forwarded**:
  user forwarding to attendant console,
- **DND**:
  in "Do Not Disturb" state but can be accessed,
- **ATTtransf**:
  the call has just been forwarded by another attendant,
- **Transfer**:
  the call has been transferred by a user or an attendant.

- **CallBack**:
  call in response to a previously confirmed call-back request,
- **Consult**:
  call to attendant from a consultation call,
- **Restr-Int**:
  transfer of a call from the public network to the set is not authorized,
- **Private**:
  transfer from the set to the public network is not authorized,
- **Paging**:
  paging in progress,
- **AbsentMsg**:
  the called party has activated an apology message, but can be reached,

2.6.3 External call

- **In conversation**:
  the trunk is considered by the PCX to be connected on a call,
- **Trunk released**:
  the trunk is released,
- **On hold**:
  the trunk is on hold (consultation call).

Chapter 3

Console features - Additional telephone facilities

3.1 Dynamic keys

The different services offered by the dynamic keys during telephone use depend on the type of use and features of the sets involved. Each time a dynamic key label is displayed, the feature is available.

Most of the keys listed below are described in Alcatel-Lucent 4049 Professional Attendant Console - Console features - Main telephone facilities .

3.1.1 PersDir

Personal directory:

each time the attendant is ready to dial, the attendant's personal directory may be used to transmit the number. The attendant establishes the directory by using the **Guide** key (see Alcatel-Lucent 4049 Professional Attendant Console - Management from the attendant console - GUIDE dynamic key) and can include up to 5 pages, each with 12 names.

3.1.2 Barge-in/BrgnOff

Barge-in:

the attendant uses this key to break in to the call-in-progress when a busy internal set is called.

3.1.3 Override

Do not follow forwarding:

when the attendant calls an internal set with immediate forwarding or forwarding-on-busy to another set, pressing the key forces the call to the set initially called.

3.1.4 FWD

Follow forwarding:

when the attendant calls an internal set with forwarding after timer to another set, pressing the **FWD** key gives the attendant the capability to forward her call to the forwarding destination set.

3.1.5 ForwdAC

Transfer to attendant:

this key allows the attendant to forward the call-in-progress to another attendant or attendant group (via their respective call prefixes).

3.1.6 ProgConf

Transfer to a programmed conference:

This key allows the attendant to transfer an external or internal caller to a programmed conference.

3.1.7 Trace

This key is used to trigger call tracing in order to capture available call information associated with a call deemed malicious or threatening.

Note:

This feature is not available in all countries or jurisdictions.

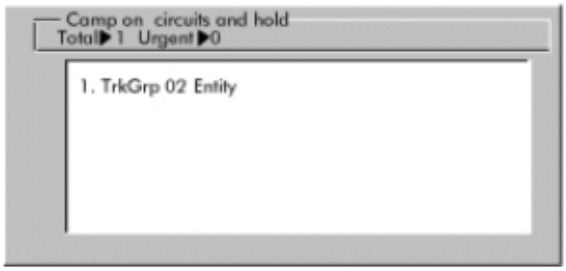
3.1.8 Chained

Charge unit with chained extend:

Routing with chained extend allows the attendant to route an external call to an internal user, so that the call automatically returns to the attendant console when the internal user hangs up. The attendant can thereby route the same call to several sets in succession.

For an external outgoing call, when the attendant has selected an internal set via consultation call, the attendant can perform transfer with charged extend by pressing thee **Chained** key.

When the internal user hangs up, the call returns to the attendant console. The call is described in various ways, including in the **Next calls** window and the **PCOT** programmable key LED.



When the attendant goes off-hook, the following window is displayed:

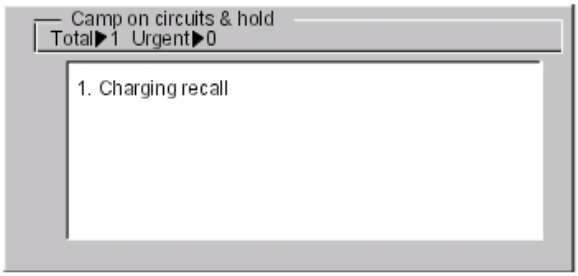
3.1.9 Charged

Transfer with charged extend:

when an external outgoing call is routed to an internal user via charged extend, the call returns to the attendant when the call is completed. The identity of the concerned user set is displayed, along with the number of units charged to the set.

The call is indicated by various means, including by the **Charging recall** label in the **Next**

calls window and the **PCOT** programmable key LED.



When the attendant retrieves the call, the charging data is displayed.

3.1.10 Announce

Transfer with camp-on release:

When an external call is routed to a busy internal set, the attendant can route the call via camp-on release. When the internal user goes off-hook, the set is not rung but the external call returns to the attendant console. The attendant can then route the call to the requested user, as required.

For an established external call, when the attendant has selected a busy internal set via consultation call, the attendant can perform transfer with camp on release by pressing the **Announce** key. The external caller is put on hold and the attendant console returns to the idle state. Camp- on is still supervised by the attendant console in the **Calls being routed** or **Camp on circuits and hold** window.

As soon as the internal set hangs-up, it is automatically placed under attendant control and the external caller on hold returns to the attendant console (urgent wait). The call is described in various ways, including in the **Next calls** window and the **PCOT** programmable key LED.

When the attendant retrieves the call, call characteristics are displayed in the window. The Attendant can then route the camping call to the newly freed user again.

3.1.11 CallBack

Leave a call-back request:

this key allows the attendant to leave a call-back request for an unanswered call to a free set.

When the console is idle, pressing the **CallBack** key allows the attendant to view and answer callback requests left for the attendant.

3.1.12 LeaveTxt

Send a text message:

This key allows the attendant to leave a text message for an unanswered call to a free or busy set (see Calling a free set).

3.1.13 DisplTxt

Send a message that is displayed on-screen:

this key allows the attendant to leave a text message that is displayed directly on the screen of a set that is busy when the attendant calls (see Calling a busy set).

3.1.14 Paging

Start paging:

this key allows the attendant to start paging when an internal user with this service, but who has not forwarded to paging, calls.

3.1.15 DTMFSend/ DTMF Off

Switch to transparent Dual Tone Multi-Frequency dialing:

In installations where DTMF is not the default dialing mode, this key allows the attendant to switch to transparent multi-frequency dialing during an established external call.

By pressing the **DTMFSend** key, any DTMF dialling performed on the keypad will be transmitted by DTMF tones through the network to the remote system.

The attendant returns to standard call by pressing the same **DTMF Off** key.

3.1.16 Flashing

Send transparent flashing:

This key is used to send a flashing pulse (calibrated cut-off signal) to a remote system when the console is sending transparent multi-frequency dialing.

3.1.17 Rotary (Decimal)

Switch to transparent rotary (decimal pulse) dialling:

This key allows the attendant to switch to transparent rotary dialing entry during an established external call.

By pressing the **Decimal** key, any Dialing entry performed on the keypad will be transmitted in decimal pulse form through the network to the remote system.

3.1.18 Record/RecordOf

Record conversations:

when the console is not in **automatic record** mode, this key allows the attendant to control call conversation recording for individual calls.

As soon as the attendant presses the **Record** key, active recording is indicated by the icon in the attendant group status window (see Alcatel-Lucent 4049 Professional Attendant Console - Console overview - Display screen). The attendant can stop recording at any time by pressing the **RecordOf** key. In these circumstances, recording is automatically disabled when the call is completed.

3.1.19 Delete

Delete a call-back request:

this key is used to delete call-back requests displayed on the console when viewing requests with the **CallBack** key.

3.1.20 TransOf

Temporary cancellation of automatic transfer:

when the console is in **automatic transfer** mode, pressing the **TransOf** key allows the attendant to cancel automatic transfer to a free local user for the call-in-progress.

3.2 Feature codes (prefixes)

The attendant can access the following features by dialing the corresponding codes (prefixes):

- Park, retrieve from park,
- Cancel a call-back request to a free set,
- Do not disturb,
- Appointment reminders,
- Set or group call pick-up,
- Project codes,
- Fax or telex available,
- Call from a specific attendant or attendant group.

3.3 Mail services

3.3.1 Console idle

To access mail services, the attendant must press the **Mail** dynamic key.

The main mail services window is displayed on-screen:

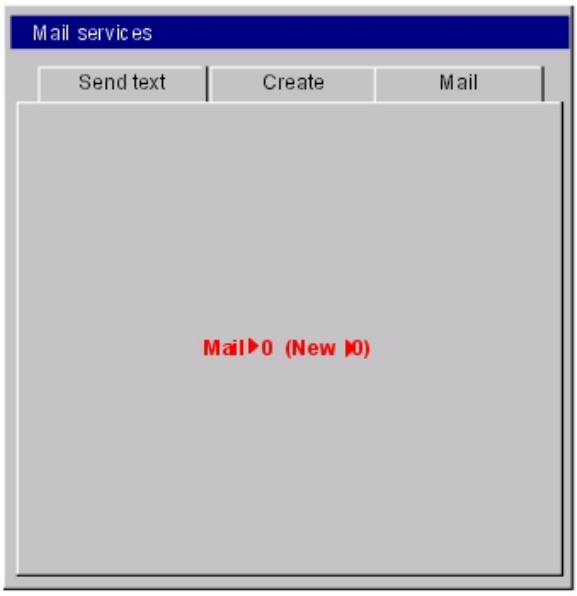


Figure 3.5: Mail services

The total number of messages (new + old) and also the number of new messages in the mailbox are displayed in the window (8 maximum).

Note 1:

A new message is mail that has not been read yet, an old message is mail that has been consulted and saved.

Dynamic keys:

- **SendText**: send mail,
- **ReadText**: read mail in the mailbox (there must be a message for the key to be displayed),
- **Create**: create or edit personal mail.

Note 2:
Pressing the *fixed function key exits Mail services and the console returns to idle.*

3.3.1.1 Creating personal messages

In addition to the predefined system messages, the attendant can create up to three personal prepared messages to use whenever the attendant wishes to send a message (128 characters maximum).

To create a new personal message, the attendant must press the **Create** dynamic key in the previous screen (figure: Mail services); this displays the following:

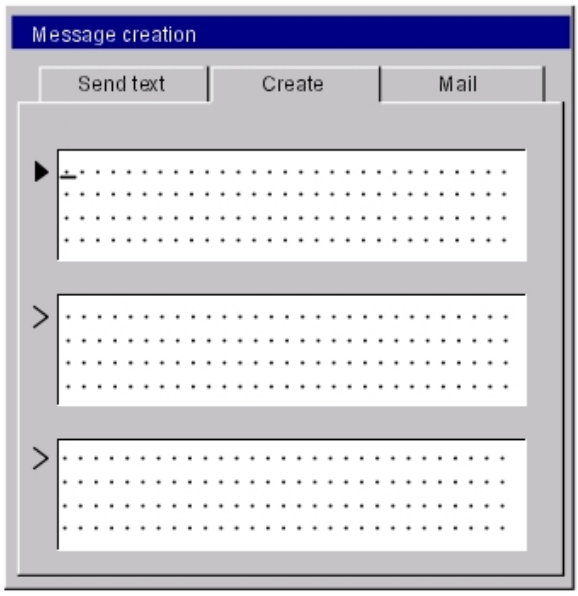


Figure 3.6: Create message window

The cursor is automatically placed on the upper left (first line) of the first panel, ready for text entry:

- to change line press the or keys,
- to correct text entered, use the key,
- to change windows, press the **Enter** key on the keyboard.

Dynamic keys:

- **Apply**: confirms that the message is complete,
- **Delete**: completely erases the contents of a message.

3.3.1.2 Sending a message

After pressing the **SendText** dynamic key, dial the number (or name) of the mail recipient.

The number dialled is displayed on the top line of the window. The attendant can also use personal directory services (**IndivRep** dynamic key) or “Dial by name” to designate the recipient.

Note:

*After sending a first message, the attendant may return to the selection phase without exiting “Mail services”, and press the **LastAddr** dynamic key, to automatically re-select the last recipient.*

As soon as the user has been identified as having mail service rights, the initial window automatically offers the attendant the same type of message as the last message sent.

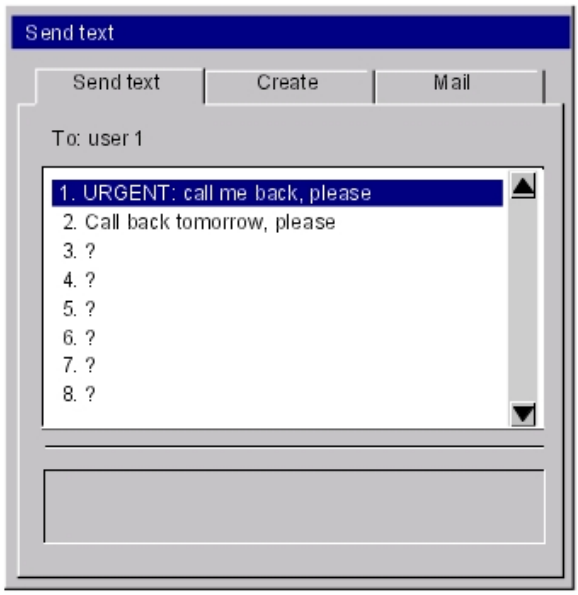


Figure 3.8: Predefined messages

The attendant selects the type of message by pressing the corresponding dynamic key.

Dynamic keys:

- **FixedMsg**: predefined messages
- **ProgMsg**: predefined messages to be completed with figures or letters,
- **MyMsg**: personal messages or free messages to be created,
- **SendText**: to send a message once it has been created.

3.3.1.2.1 Predefined messages

The attendant presses the **FixedMsg** feature key, the previous screen (figure: Predefined messages) is displayed.

The attendant can then select the message:

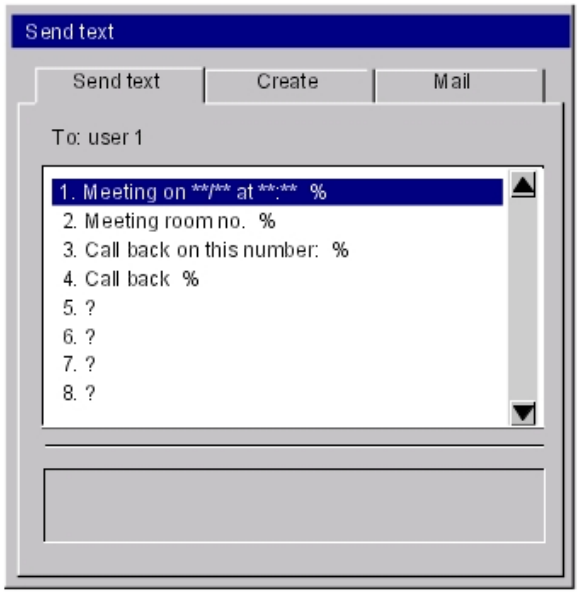
- either by pressing the corresponding key on the number keypad (1 to #), the message is transmitted automatically,
- or by moving the selector bar (reverse video) with the keys, and confirming with the **Enter** key on the keyboard or the **SendText** dynamic key.

The transmission report is displayed as: **Message has been sent**.

Pressing the fixed function key exits Mail services and the console returns to idle.

3.3.1.2.2 Partial Predefined messages to complete

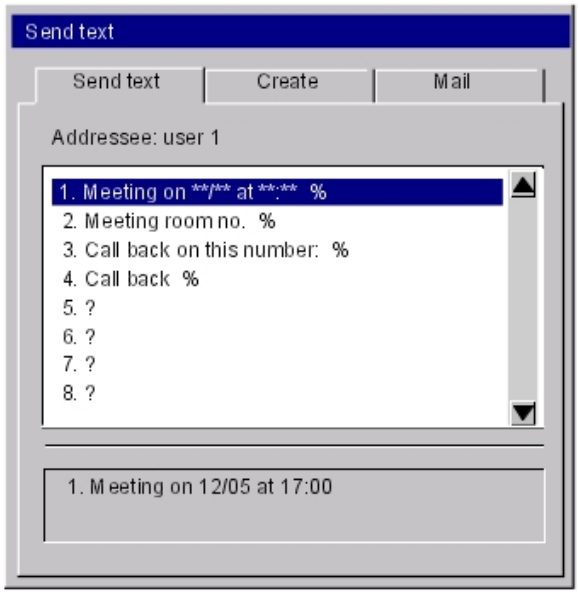
The attendant presses the **ProgMsg** feature key, the following displays:



The attendant selects the message:

- either by pressing the corresponding key on the number keypad (1 to #),
- or by moving the selector bar (reverse video) with the keys, and confirming selection with the **Enter** key on the keyboard.

The selected message appears in the lower part of the window.



Dynamic keys:

- **OtherMsg**: pressing the **OtherMsg** dynamic key allows return to select another message,
- **Send text**: after being completed, the message is sent by pressing the **Send text** dynamic key.

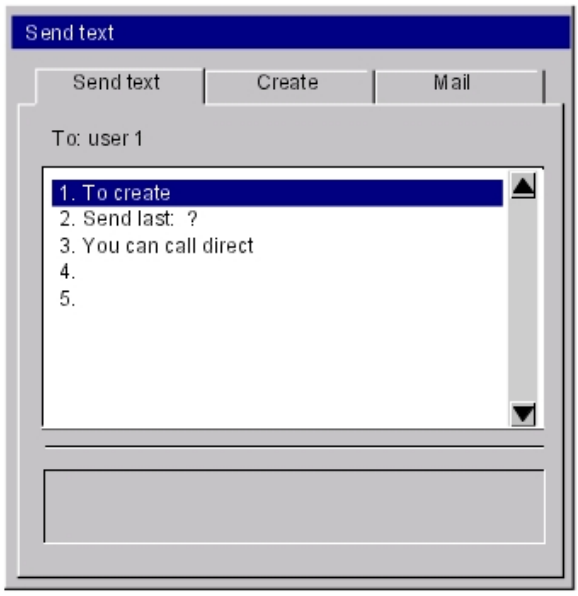
  Note:
  *The message can also be sent by pressing the **Enter** key on the keyboard.*

The transmission report is displayed as: **Message has been sent**.

Pressing the key exits Mail services and the console returns to idle.

3.3.1.2.3 Personal or free messages

The attendant presses the **MyMsg** dynamic key, the following screen is displayed:



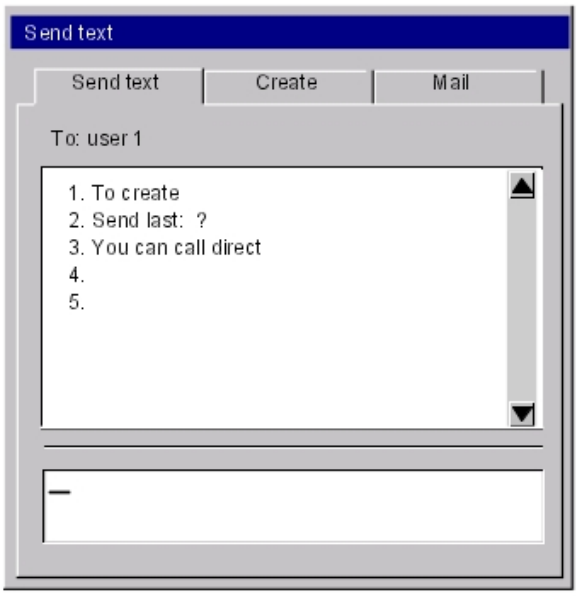
- The first line is used to select a message with no content to create free input,
- The second line offers the last message sent,
- The last three lines allow previously created personal messages to be selected.

The attendant selects the message:

- either by pressing the corresponding key on the number keypad (1 to #),
- or by moving the selector bar (reverse video) with the keys, and confirming selection with the **Enter** key on the keyboard.

The message is transmitted automatically, except for **Create** type messages.

If the attendant selects **Create**, the attendant can enter a message, which is created in the lower panel of the window.



Dynamic keys:

- **OtherMsg**: pressing the **OtherMsg** dynamic key allows return to select another message,
- **Send text**: after being completed, the message is sent by pressing the **SendText** dynamic key.

The transmission report is displayed as: **Message has been sent**.

Pressing the key exits mail services and the console returns to idle.

3.3.1.3 *Reading messages*

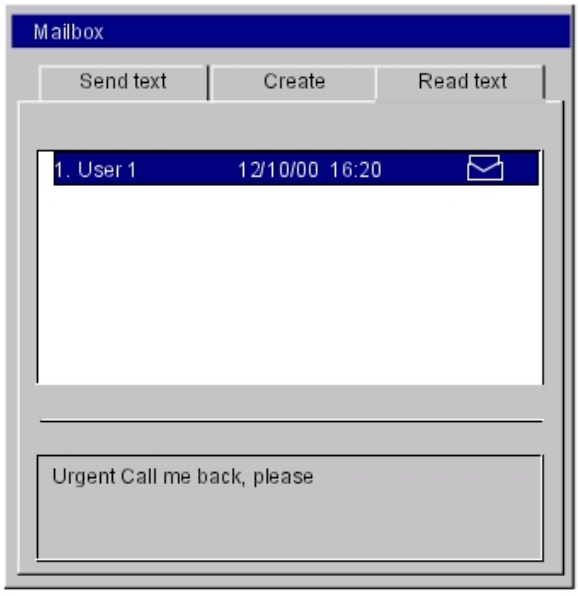
The arrival of one or several new messages is indicated by the **Message** LED flashing (see Alcatel-Lucent 4049 Professional Attendant Console - Console overview - LED group). If the LED is on but not flashing, it means that there are one or more messages that have been read and saved.

Press the dynamic **Message** key, the following window is displayed:

Dynamic keys:

- **SendText**: send a message,
- **ReadText**: consult mail in the mailbox (there must be at least one message for the key to be displayed),
- **Create**: create or edit personal mail.

After pressing the **ReadText** dynamic key, a window displays the contents of the mailbox. For example:



Each time a message is selected by pressing the corresponding key on the number keypad (1 to #) or by moving the selector bar (reverse video) with the keys, the message's contents are displayed in the lower part of the window.

An old stored message is indicated by an asterisk: “*”.

When a message has been selected and read, the associated icon changes to: .

Dynamic keys:

- **SaveMsg**: stores the selected message in memory,
- **Recall**: calls back the sender,
- **AnswrTxt**: automatically sends a return message to the sender.

Note:
Any message (old or new) that has been opened, but not saved, is deleted when the attendant exits the mailbox.

3.3.1.4 Answering mail

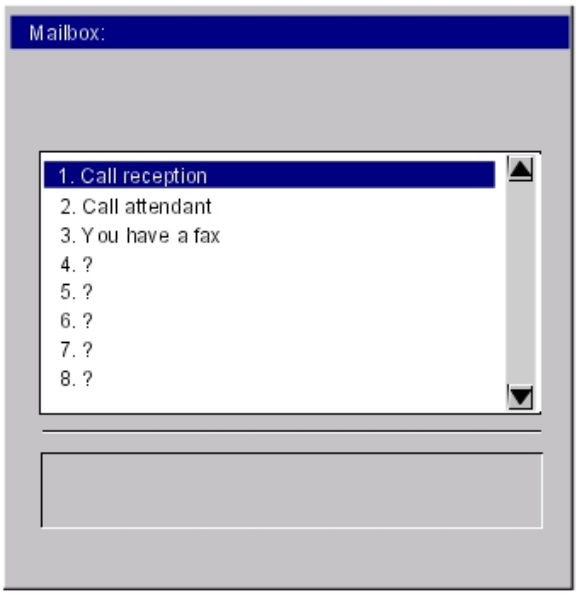
When a message is selected, the attendant can reply to it in two ways:

- by pressing the **Recall** dynamic key to call back the sender. After exiting Mail services, the attendant console switches to telephone mode and the directory number is automatically dialed.
- by pressing the **AnswrTxt** dynamic key to send a return text message that is automatically transmitted to the sender.

3.3.2 During an internal call

3.3.2.1 Calling a free set

When calling a free set in the ringing or reservation phase, pressing the **LeaveTxt** dynamic key allows the attendant to access "Mail services" to deposit a message in the mailbox of the set called. The following type of screen appears:



Dynamic keys:

- **FixedMsg**: predefined messages,
- **ProgMsg**: predefined messages to be completed with figures or letters,
- **MyMsg**: create personal or free input messages,
- **SendText**: to send a message once it has been selected or created.

As soon as the selected message is sent, the call management window is displayed again.

The following icon shows that the message has been transmitted correctly:

3.3.2.2 *Calling a busy set*

In addition to access to Mail services (via the **LeaveTxt** key), the attendant may also have a **DisplTxt** dynamic key that can be used to send a message to be directly displayed on the display or screen of the set called with no other intervention in the call. The window shown is the same as in Calling a free set . This message may not be more than 20 characters long.

< USER >
Busy Full Internal
< ENTITY >
3008
COS: 2

Chapter

4

Management from the attendant console - SERVICE dynamic key

4.1 The dynamic SERVICE key

The different programming functions can be accessed via the dynamic **Service** key, when the attendant console is at idle.

After pressing the dynamic **Service** key, the main screen displays the following information.

For example:

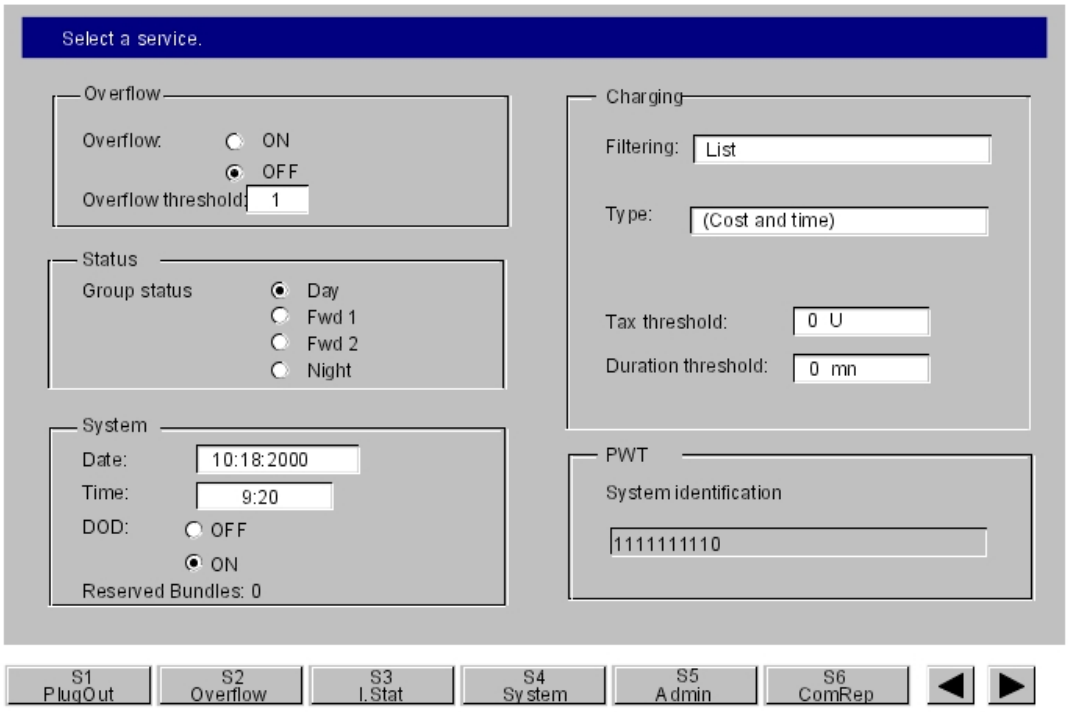


Figure 4.1: Service window

The top line ("Select a service") gives information on the current operation.

The central part of the screen displays the status or value of certain programmable values, such as:

- Overflow - Mutual assistance:
  - overflow (mutual assistance) on or off,
  - overflow (mutual assistance) threshold.
- Status:
  - attendant group status.
- System:
  - system date,
  - system time,

  - authorization or restriction for access to the public network (DOD) for sets in the system.
  - number of trunk groups under attendant control (reserved).
- Charging:
  - filtering, per designation,
  - type of filtering implemented for call tracking or chargeback,
  - cost threshold,
  - time threshold.
- PWT:
  - management of PWT (wireless) sets (DECT).

The bottom line of the screen displays the dynamic keys that are used to program the different functions.

Pressing either of these keys: displays the labels for keys otherwise not shown on screen.

The **Service** key provides access to the following:

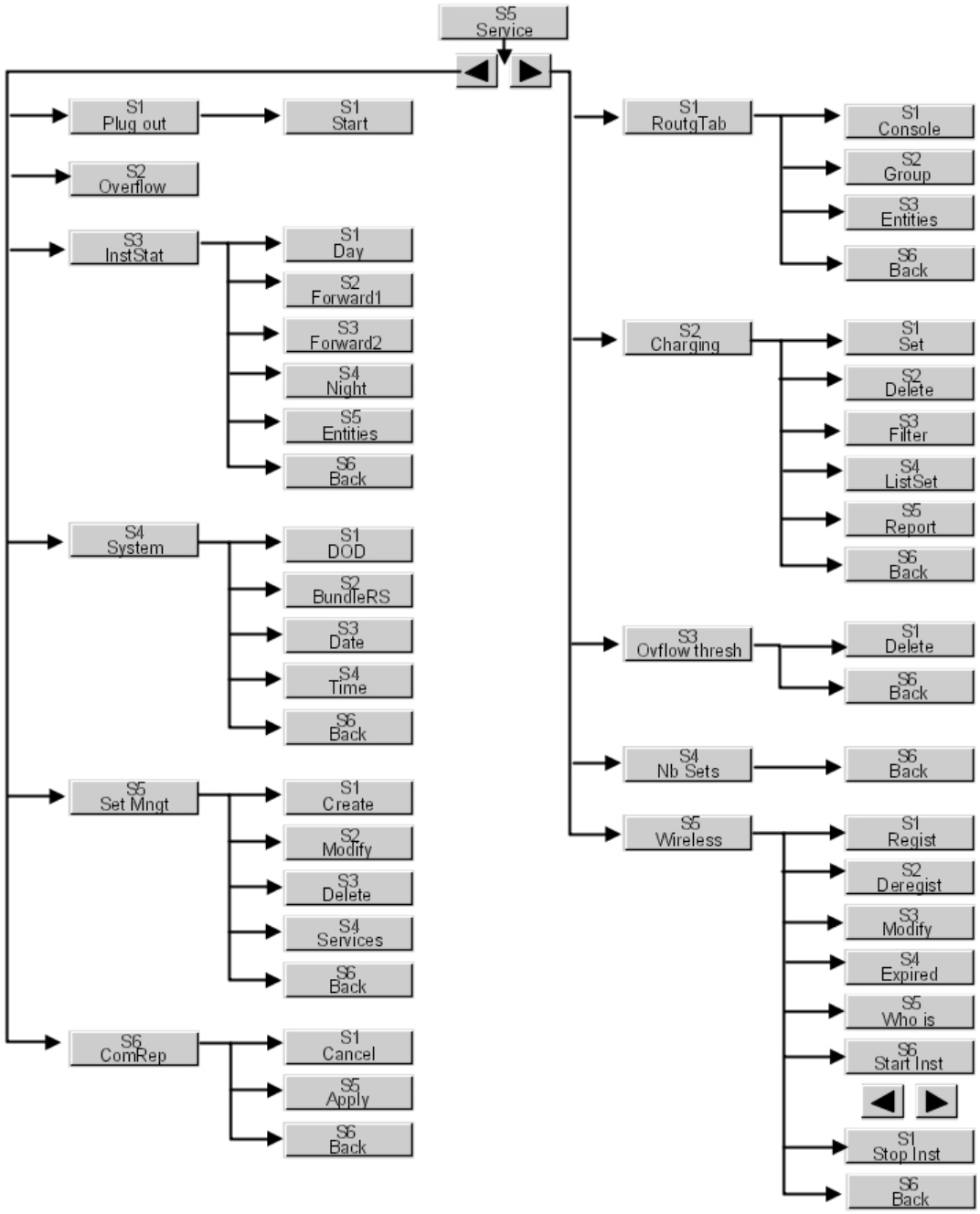


Figure 4.2: **Service** keys and sub-menus

The main function of each of these keys is:

- **Plug out**:
  to put the console out of service or “off” (i.e. unplugged),
- **Overflow**:

to confirm or cancel mutual assistance (overflow) between attendant groups,

- **InstStat**:
  to modify attendant group and supervised entities status,
- **System**:
  to control access to the public network, to manage trunk groups that can be placed under attendant control (reserved) and to change the system date and time,
- **Set Mngt**:
  to create or delete a set or to modify its characteristics,
- **ComRep (SysDir)**:
  to create, modify or delete a system speed dialing number,
- **RoutgTab**:
  to modify an attendant's, an attendant groups' or an entity's routing table,
- **Charging**:
  to modify charging values,
- **Overflow threshold**:
  to modify the threshold that triggers overflow - mutual assistance,
- **Nb Sets**:
  is used to display the number of sets in the system and the number of sets with direct seize rights,
- **Wireless**:
  is used for wireless (PWT) set management.

General rules applicable in **Service** mode:

- The top line of the screen shows which value is being currently programmed.
- When they are displayed, pressing the dynamic **Cancel** , **Apply** , and **Back** keys performs the following functions:
  - **Cancel**
    cancels the modification made and restores the original value.
  - **Apply**
    confirms data entered in a field or set of fields.
  - **Back**
    applies changes and returns to a previous menu.
- When a field is modified (name, number or string of characters):
  - pressing the dynamic **Delete** key allows field contents to be deleted,
  - the key is used to delete the current character (character to the left of the cursor),
  - the keys are used to move the cursor in the field.
- At any time, pressing the Release fixed function key exits **Service** mode, modifications that have not been confirmed are not applied.
- When several windows are displayed simultaneously (see figure: Service window), the

active window is indicated by its label being red.

4.1.1 Taking the console out of service

Pressing the dynamic **Plug out** key switches the console to **Inactive** mode. If the console is the last one of the attendant group in service, the group switches to **Night** mode.

If, at the time of switchover to **Inactive** status, there are any waiting calls at the console, ringing is triggered and a timer is enabled. The attendant can put the console back into service to answer calls, during the duration of the timer. When the timer elapses, the calls are forwarded according to the routing tables.

The console can only be put back into service by pressing the dynamic **Start** key.

4.1.2 Overflow (Mutual assistance)

The mutual assistance feature is used to forward calls to another attendant or attendant group when the number of waiting calls for the attendant (or group) is greater than the number established as the overflow threshold. Calls are forwarded according to a specific routing table.

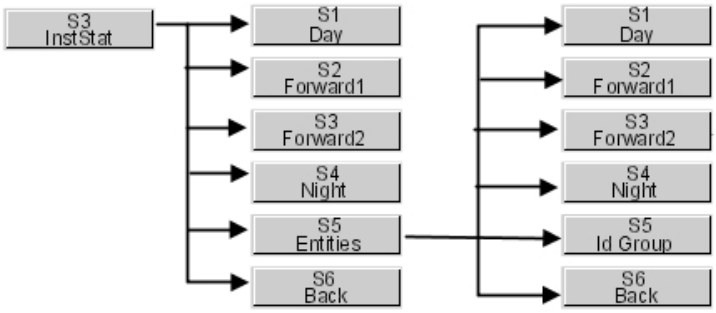
Pressing the dynamic **Overflow** key allows mutual assistance between attendants to be activated or deactivated, this is shown on-screen by a dot in the **On** or **Off** position.

This status change applies immediately; no confirmation is necessary.

4.1.3 Group and entity status

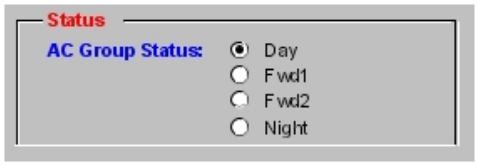
Pressing the dynamic **InstStat** key allows modification of the status of the attendant group and entities supervised by the group.

Pressing the **InstStat** key displays the following sub-menus:



Group status is modified by using the dynamic keys, **Day** , **Forward1** , **Forward2** , **Night** .

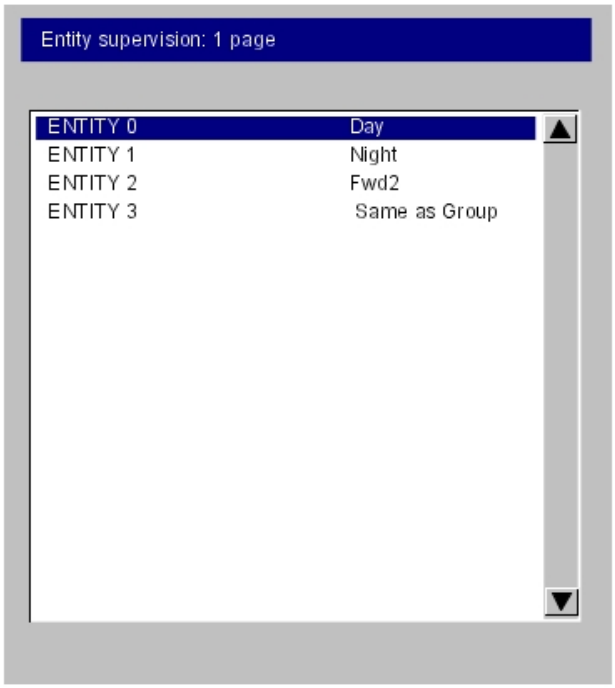
For example:



On the screen, a dot indicates the option in effect. A change in the status is applied upon exit with the dynamic **Back** key.

Press dynamic key S5, **Entities** to display the status of the entities supervised by the attendant group in a window.

For example:



Press the key to change pages.

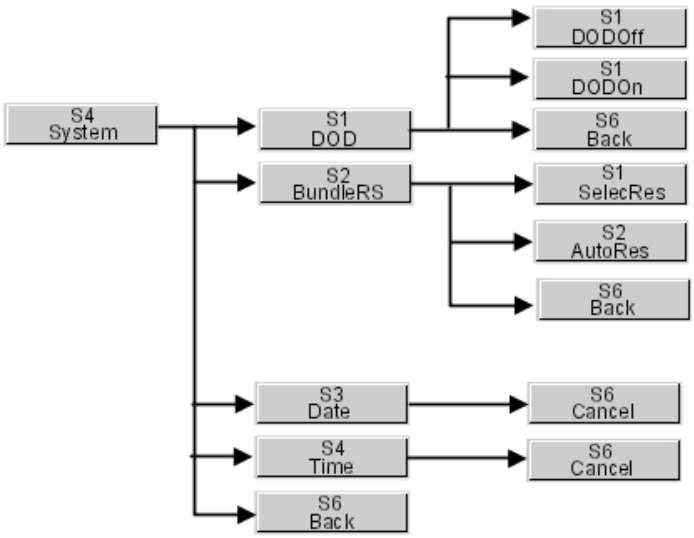
The attendant selects the entity to be modified by moving the selector bar (reverse video) by using the arrow keys , then modifies the entity with the dynamic keys, **Day** , **Forward1** , **Forward2** , **Night** , **Same as Group** (the entity follows group status).

This status change applies immediately; no confirmation is necessary.

4.1.4 System

The services available via the dynamic key **System** are used to control access to the public network, to manage trunk groups reserved for attendants and to modify the system date and time.

Sub-menus for the **System** key are as follows:



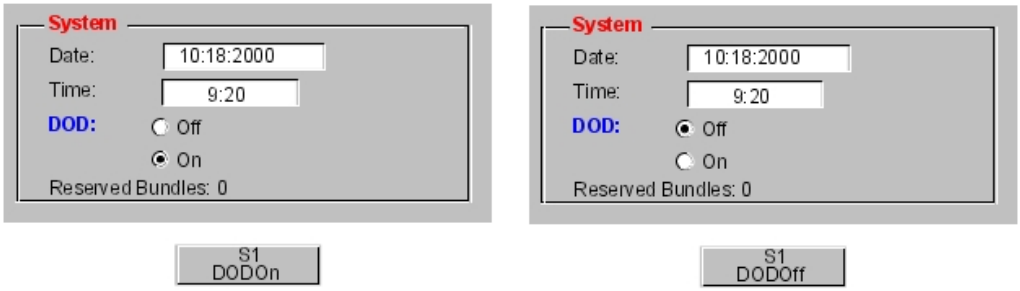
The dynamic key functions called up by the **System** key are as follows:

- **DOD**:
  controls access to the public network,
- **BundleRs**:
  Trunk group reserved for attendant(s),
- **Date**:
  System date change,
- **Time**:
  System time change.

4.1.4.1 Controlling access to the public network (Direct Outward Dialing)

The **DOD** dynamic key allows the attendant to authorize access to the public network (by pressing the dynamic **DOD On** key) or bar access (by pressing the dynamic **DOD Off** Off key) for all sets in the system. On-screen, a frame surrounding the **On Off** position indicates the **DOD** feature status. Status changes apply immediately; confirmation is not necessary.

This status change is applied by pressing the dynamic **Back** key.

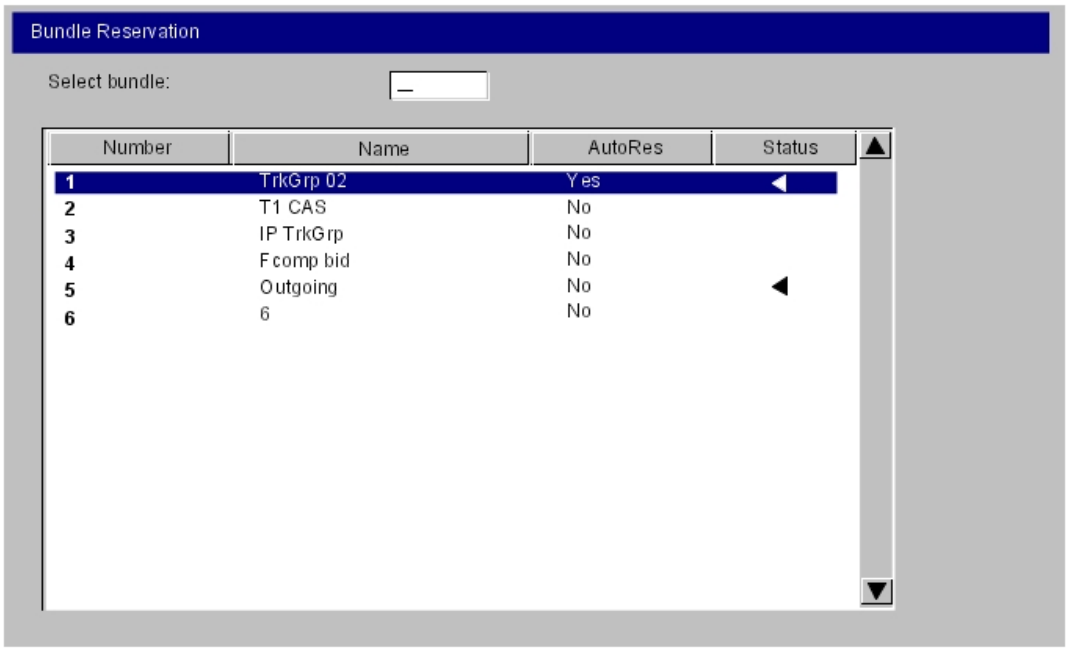


When access to the public network is barred, the **Reservation** LED flashes (see Alcatel-Lucent 4049 Professional Attendant Console - Console overview - LED group).

4.1.4.2 Trunk group reservation

Pressing the dynamic key **BundleRs** allows the attendant to take control of ('reserve') trunk groups declared as "reservable by attendants."

For example:



For each trunk group, the ◂ sign at the end of a line indicates that the trunk group is under attendant control (reserved for the attendant(s)).

When one or several trunk groups are reserved, the **BundleRs** LED (see Alcatel-Lucent 4049 Professional Attendant Console - Console overview - LED group) lights and the number of reserved trunk groups is displayed in the main **Service** feature screen.

Automatic reservation:

By pressing the dynamic **AutoRes** key, the attendant assumes control (reserves) all system

trunk groups that have been declared as automatically reservable. Reservation is cancelled by pressing the dynamic **AutoRes** key again.

Selective reservation:

By pressing the dynamic **SelecRes** /**SelResOf** key, the attendant can selectively reserve trunk groups or selectively cancel reservation.

The attendant selects and confirms the trunk group by:

- either by moving the selector bar (reverse video) with the and keys (the number of the trunk group selected is shown in the "bundle to be modified" window),
- or by entering the trunk group's number, which appears at the top of the screen, and pressing **Enter** on the keyboard.

  If three digits are entered, confirmation is automatic.

  If the number does not correspond to an existing trunk group, the message **Bundle does not exist** is displayed, accompanied by an audio signal (beep).

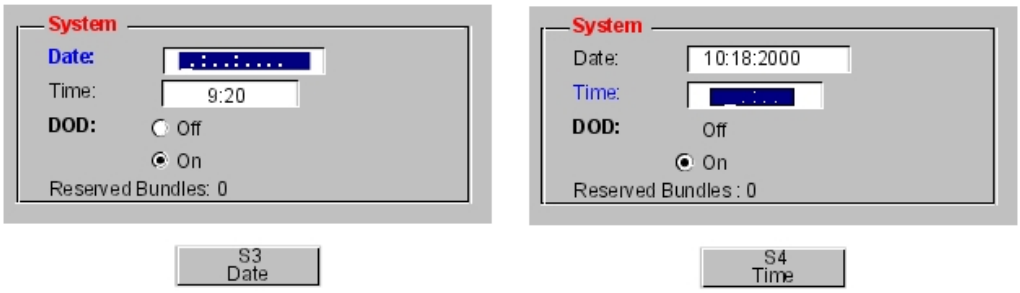
Press the key to change pages.

When the trunk group is selected, pressing the dynamic **SelecRes** key allows the specific trunk group to be reserved, and pressing the dynamic **SelecResOf** key allows the reservation to be cancelled, even for a trunk group reserved automatically.

4.1.4.3 Changing date and time

Pressing the dynamic key **Date** allows the attendant to change the system date. Two digits must be entered for the day, two digits for the month and four digits for the year.

Pressing the dynamic key **Time** allows the attendant to change the system time. Two digits must be entered for the hour and two digits for the minutes.

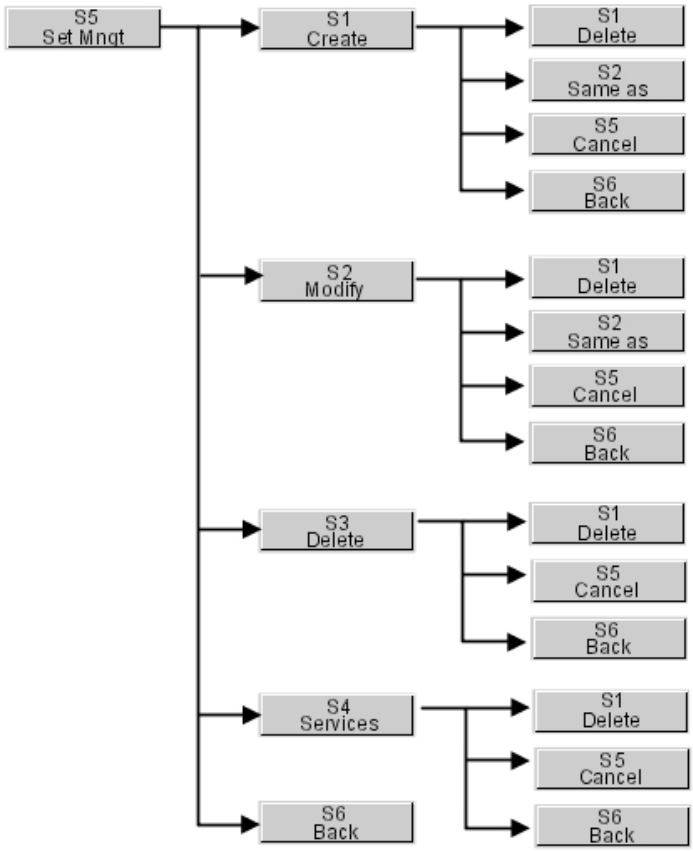


Date or time changes take effect when the console exits **Service** mode and returns to idle.

4.1.5 User sets

Pressing the dynamic key **Set Mngt** gives access to management of certain user set features.

The following sub-menus are available via the **Set Mngt** key:



The following services are available via the **Set Mngt**:

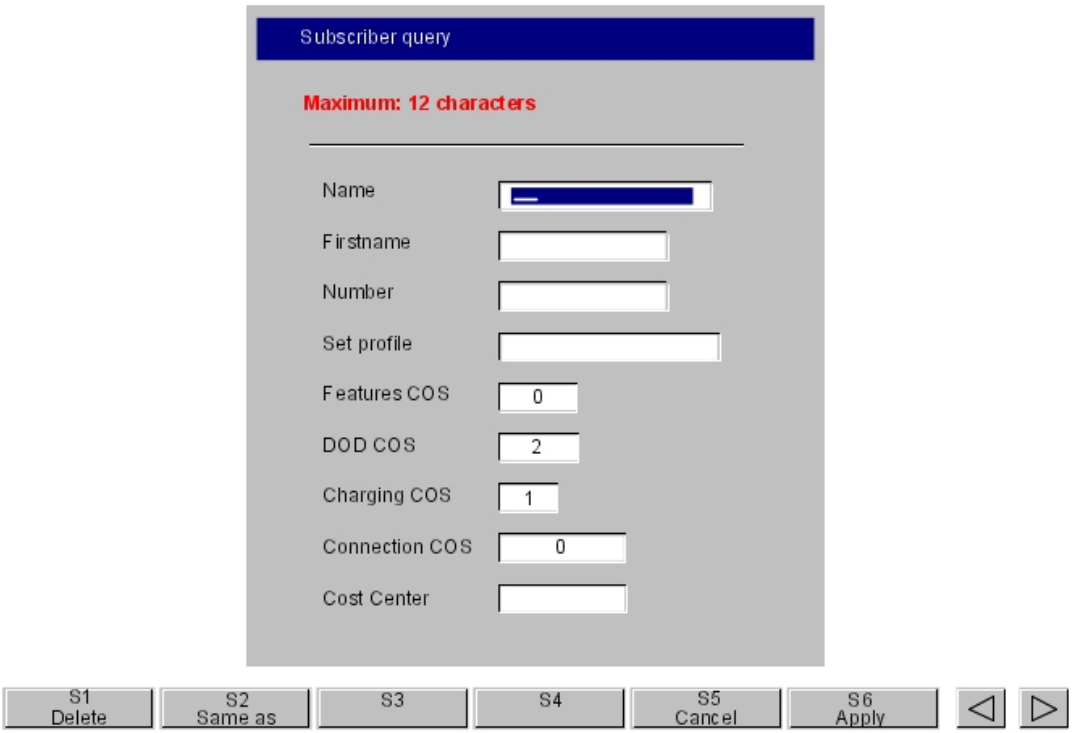
- **Create**:
  to create a user set.
- **Modify**:
  to modify user set characteristics,
- **Delete**:
  to delete a user set from the installation,
- **Services**:
  to modify the status of certain user set features:
  - reset password,
  - forwarding,
  - Do Not Disturb.

The following items are available when creating or deleting a set:

- Name, first name, directory number and type of set,
- Class of service categories: feature, public network access, charging, and connection,
- Cost center.

4.1.5.1 Creating a user set

After pressing the dynamic **Create** key, the attendant accesses the first field to be completed:



The categories are automatically completed with the system's default settings, but they can be modified.

The attendant moves from one field to the next with the keys. The top line of the window indicates the maximum number of characters or settings that can be entered in the selected field.

Press the keys to move the cursor in the field, the key erases the current character and the dynamic **Delete** key erases the contents of the field.

Set type (profile) is programmed with the corresponding dynamic keys.

Press the dynamic **Same as** key to assign the characteristics of a set that already exists to the set to be created (set type, categories, cost center). The attendant dials the directory number (or name for directory search), then confirms the number displayed by pressing the dynamic **Apply** key.

When all settings have been programmed, press the dynamic **Apply** key to create the user.

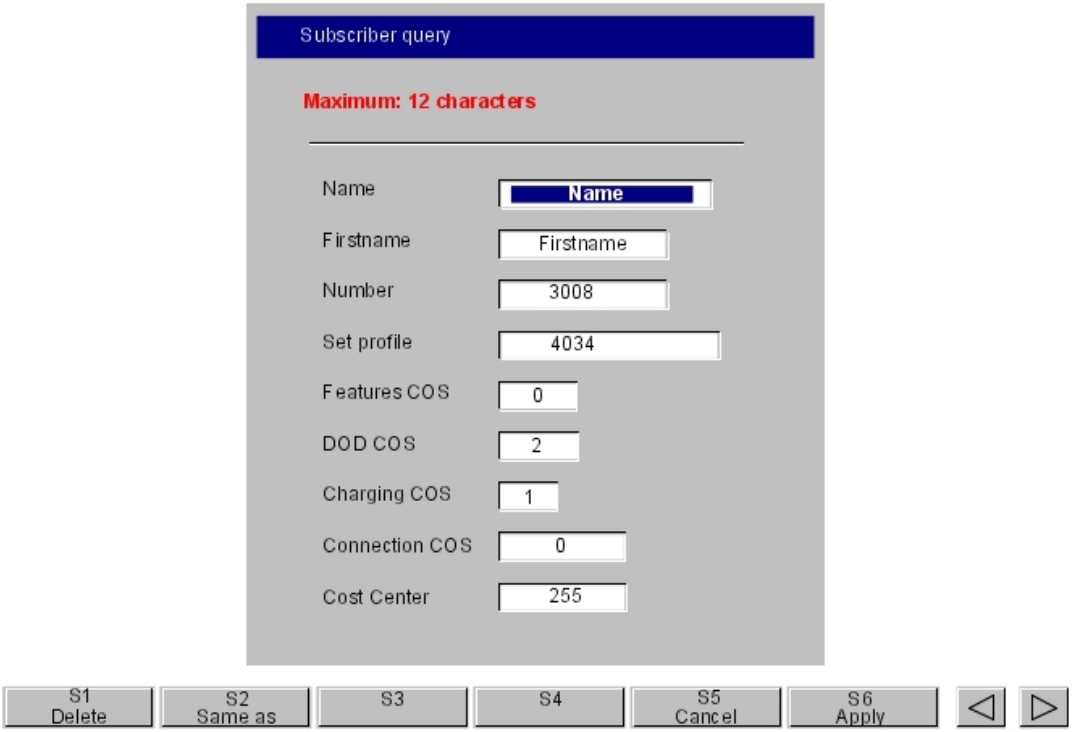
Note:

When the set has been created, it can be physically connected to the jack; it may then be put into service by picking up the handset, dialing the set's directory number (followed by the password), and then hanging up. The set will now be enabled within the system.

4.1.5.2 Changing user set characteristics

Press the **Modify** dynamic key to modify the characteristics of a set in the system. The attendant enters the directory number (or name, for a directory search) of the set to be modified, then confirms the number displayed by pressing the dynamic key **Apply**. The set's characteristics are displayed in the window and the different fields (other than the “number” field - which cannot be modified) are available to the attendant.

For example:



Pressing the dynamic **Same as** key allows the characteristics of another set to be copied (set type, categories, cost center).

When all the modifications have been made, they are applied to the selected set by pressing the dynamic **Apply** key.

Note:

A digital set cannot be replaced by an analog set or vice versa. In such a case, the set must first be deleted, and a new set created.

4.1.5.3 Deleting a user set

Press the **Delete** dynamic key to remove a set from the system.

The attendant enters the directory number (or name for directory search) of the set to be deleted, and confirms the number displayed by pressing the **Apply** key.

A window displays the characteristics of the set to be deleted and the attendant confirms deletion by pressing the **Apply** key.

4.1.5.4 Changing user set characteristics

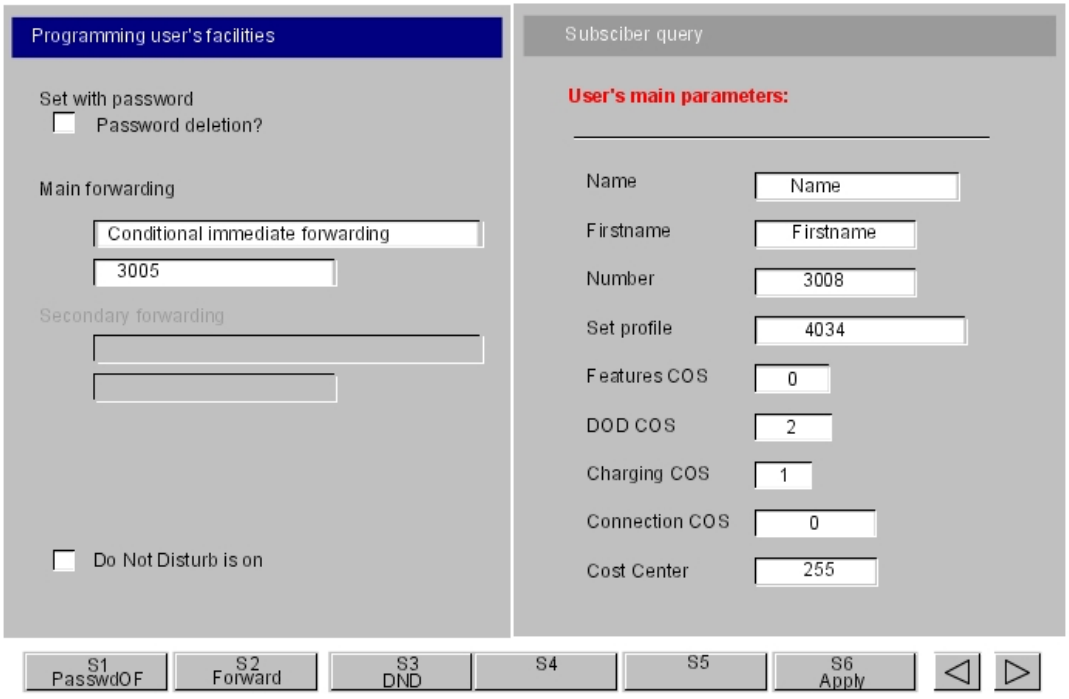
Press the **Modify** dynamic key to modify the characteristics of a set in the installation. The following features can be modified:

- reset password (to default),
- set to forwarding (or cancel forwarding),
- program (or cancel) an appointment reminder,
- activate (or cancel) the “Do Not Disturb” feature.

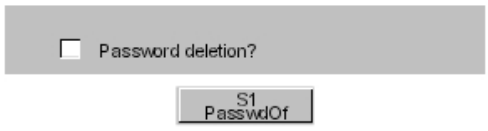
The attendant dials the directory number (or name, for a directory search) of the set to be modified, then confirms the number displayed by pressing the **Apply** key.

On the right side of the screen, a window displays the characteristics of the selected set (no modification can be made); on the left side of the screen, a panel displays feature status.

For example:



1. **Reset password**
   - the user has programmed a password:



By pressing the dynamic **PasswdOF** key, the attendant selects the password field.

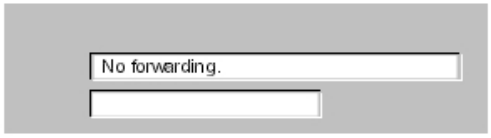
The attendant confirms reset by pressing the dynamic **Apply** key or returns to the previous state by pressing the dynamic **Cancel** key.

- There is no password:

If the selected set has no password other than the default password (0000), the dynamic **PasswdOF** key is unavailable.

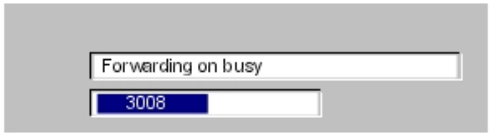
2. **Forwarding**
Pressing the dynamic **Forward** key allows the forwarding programming field and displays the following sub-menu:

- The selected set is not forwarding:



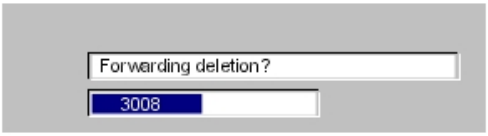
The operator can forward the set with the following dynamic keys:

- **Immediate**
  unconditional immediate forwarding.
- **On busy**
  immediate forwarding on busy.
- **No answer**
  deferred forwarding on no answer, per system configuration.
- **BsyNoAns**
  immediate forwarding on busy set and deferred on no reply.
  After selecting a type of forwarding by pressing the corresponding dynamic key, the attendant dials the forwarding destination number:



Pressing the key deletes the current character and the **Delete** key deletes the contents of the field.
The attendant confirms forwarding by pressing the **Apply** key or returns to the previous state by pressing the dynamic **Cancel** key.

- If the set is already forwarding:



The attendant can cancel forwarding by pressing the dynamic **Apply** key.

3. **Do Not Disturb**
   Pressing the dynamic **DND** / **DND Off** key allows the attendant to select the programming field for the **Do Not Disturb** feature.
   - The set is not in **Do Not Disturb** mode:

   By pressing the dynamic key **DND**, the attendant activates the feature on the selected set: DND takes effect immediately.
   - The set is in **Do Not Disturb** mode:

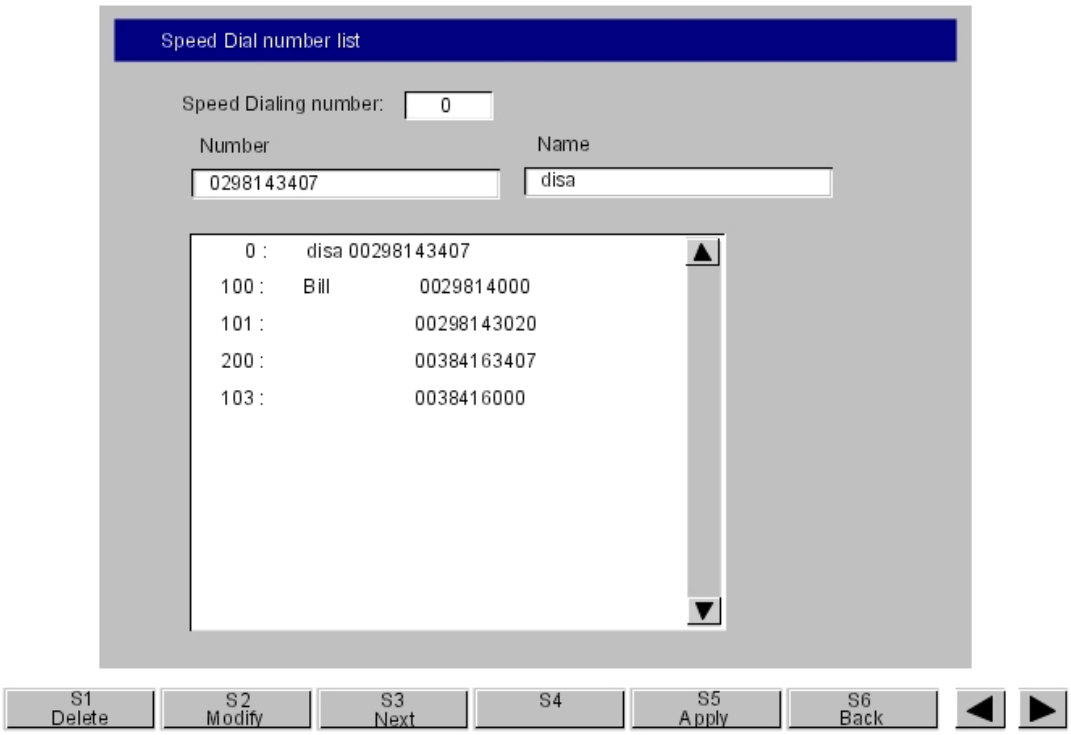
   By pressing the dynamic **DNDOff** key, the attendant cancels the feature on the selected set: the cancellation applies immediately.

4.1.6 Speed Dialing numbers

Pressing the dynamic key **ComRep (SysDir)** key gives access to system speed dialing numbers (a common directory) established via system management and generally available to users in the system. The attendant can modify or delete a system speed dialing number.

The first page of speed dialing numbers is displayed on-screen.

For example:



The fields at the top of the panel display information about the selected number.

Press the dynamic key to change pages.

The attendant enters index for the speed dialing number and confirms by pressing the **Apply** key. The speed dialing number selected is displayed.

Pressing the **Delete** key removes the selected number from the list.

Pressing the **Modify** key allows the selected number to be modified, the Backspace keys can be used to delete the current character and the **Delete** key deletes the contents of the field.

The changed number is recorded in the speed dialing number list by pressing the **Apply** key.

Pressing the **Next** key allows another speed dialing number to be selected without affecting the number that was previously selected.

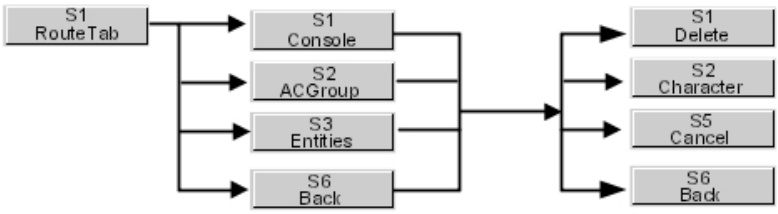
Chapter 5 Management from the attendant console - SERVICE dynamic key, continuation

5.1

5.1.1 Routing tables

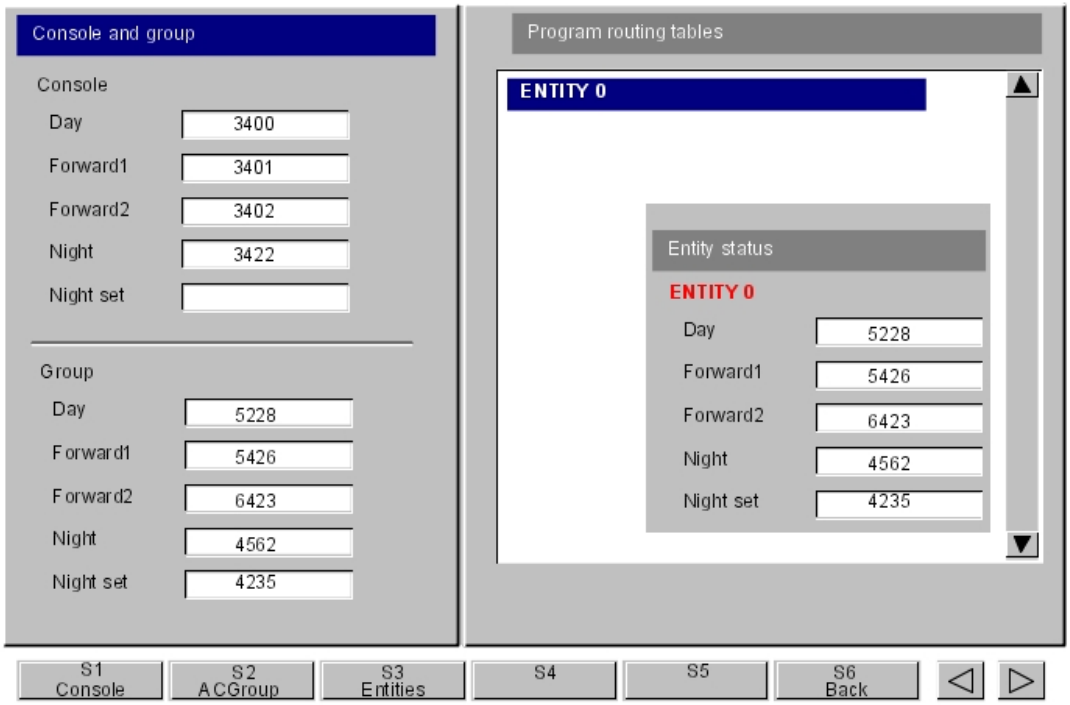
Pressing the dynamic **RouteTab** key allows the routing tables for the attendant console, attendant group and entities supervised by the group to be modified.

The following sub-menus are available via the **RouteTab** key:



Three windows showing the contents of the different routing tables are displayed on-screen.

For example:



The console and group routing tables are shown on the left side of the screen. The first page of entities and the routing table for the selected entity are displayed on the right side of the

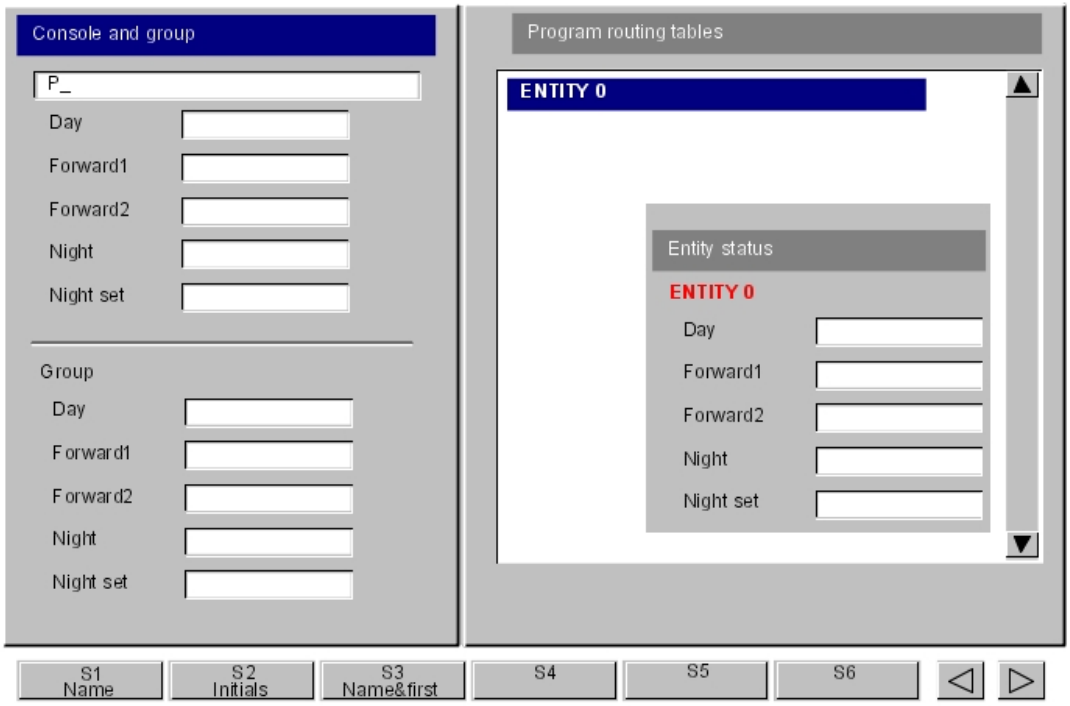
screen.

Pressing the **Console**, **ACGroup**, and **Entities** keys displays the corresponding routing tables.

Once a routing table has been selected, the attendant can modify the contents of the table by using the following keys:

- the keys to select a field,
- the **Enter** key on the keyboard, to move to the next field,
- the **Character** key when a field is empty. This key must be confirmed before beginning to enter a letter (see note below),
- the dynamic **Delete** key, to delete the contents of the field.
- the keys, to move the cursor in the field,
- the key, to delete the current character.

Note:
*When the cursor is in an empty field, the dynamic **Character** key must be confirmed. Otherwise, when the attendant starts to enter a name a "search by name" operation will be launched, and the following table will appear:*



After entering at least two (2) characters, the attendant can choose to search by:

- name,
- initials,

- name and first name.

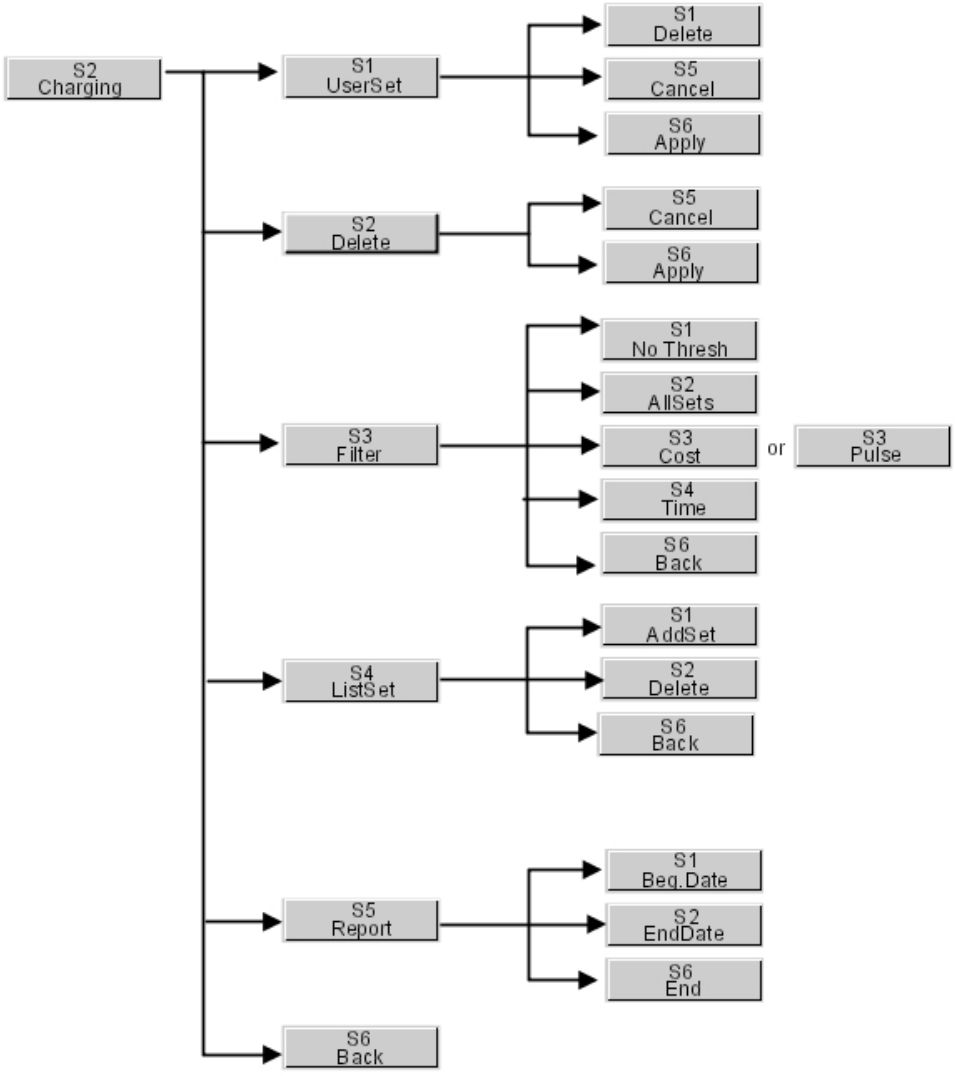
In the entity window, the attendant can select an entity by moving the selector bar (reverse video) with the keys or use the **Enter** key on the keyboard to move to the next field.

Changes take effect when the attendant exits this feature by pressing the dynamic **Back** key.

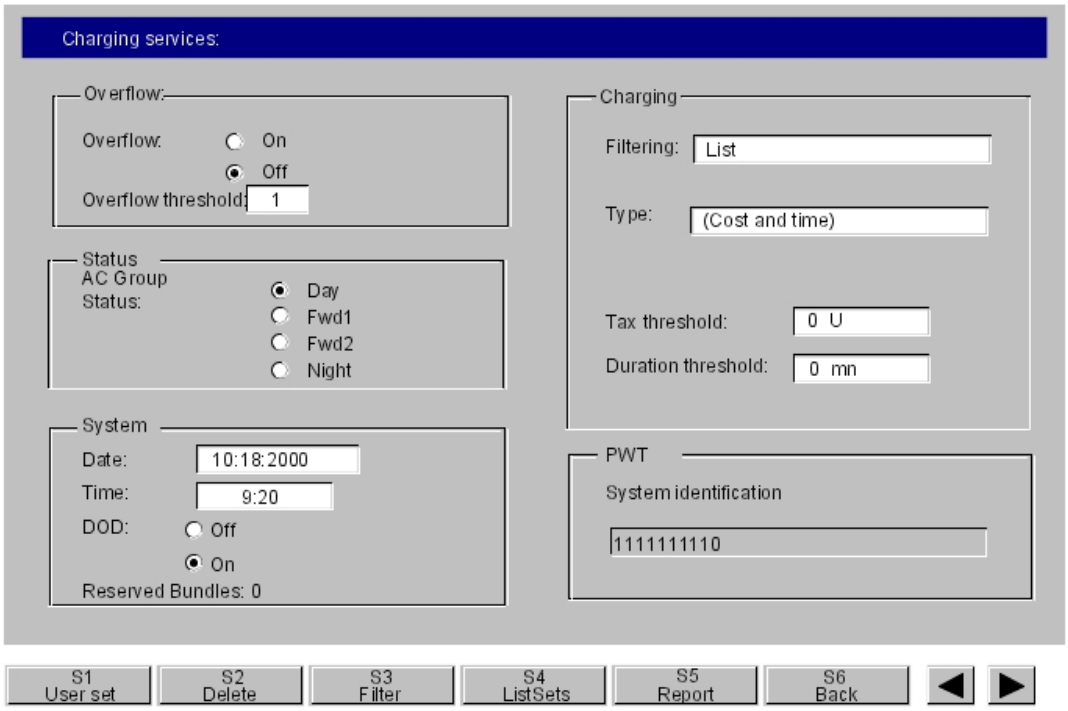
5.1.2 Charging

Pressing the dynamic **Charging** provides access to services relevant to charging.

The following sub-menus are available via the **Charging** key



Example display:



The following dynamic key features are available:

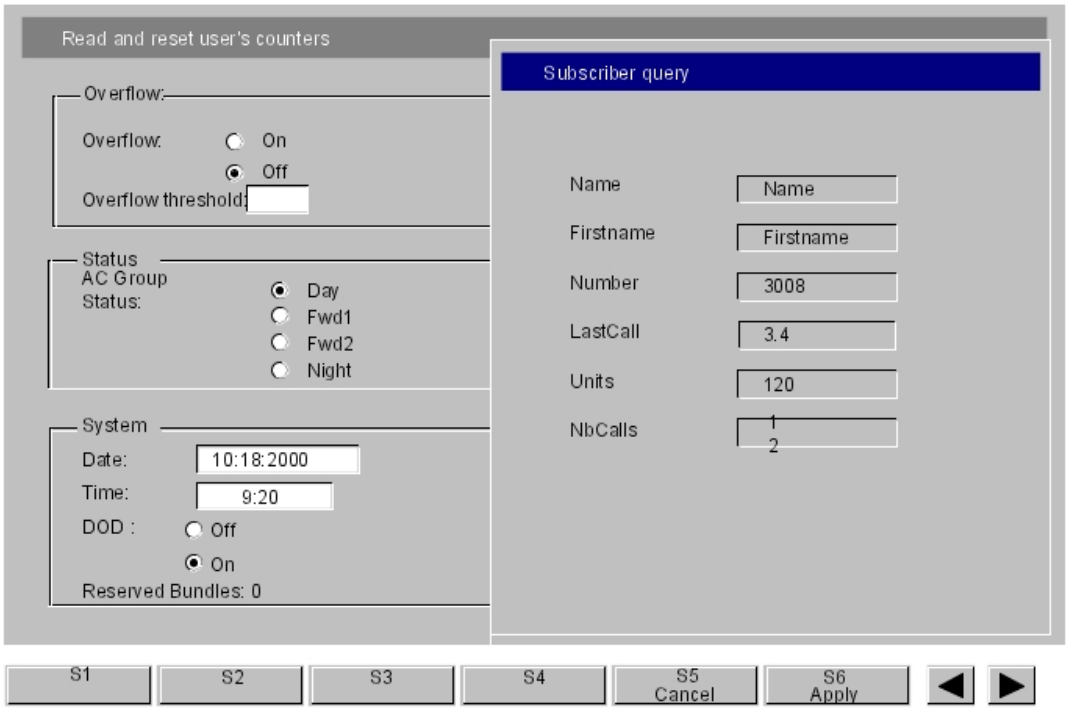
- **User set**:
  Allows the attendant to view set counters,
- **Delete**:
  Allows the attendant to reset all set counters, after confirming.
- **Filter**:
  Allows the attendant to define filtering keys for call tracking,
- **ListSet**:
  Allows the attendant to add or remove sets the list of filtered users,
- **Report**:
  Allows the attendant to modify the financial report observation period.

5.1.2.1 Reading and resetting user set counters

After pressing the dynamic **User set** key, the attendant enters the charged user's directory number (or name, for a directory search), then confirms the number displayed by pressing the **Apply** key.

Pressing the dynamic **Delete** key resets the user's counter.

Example display:



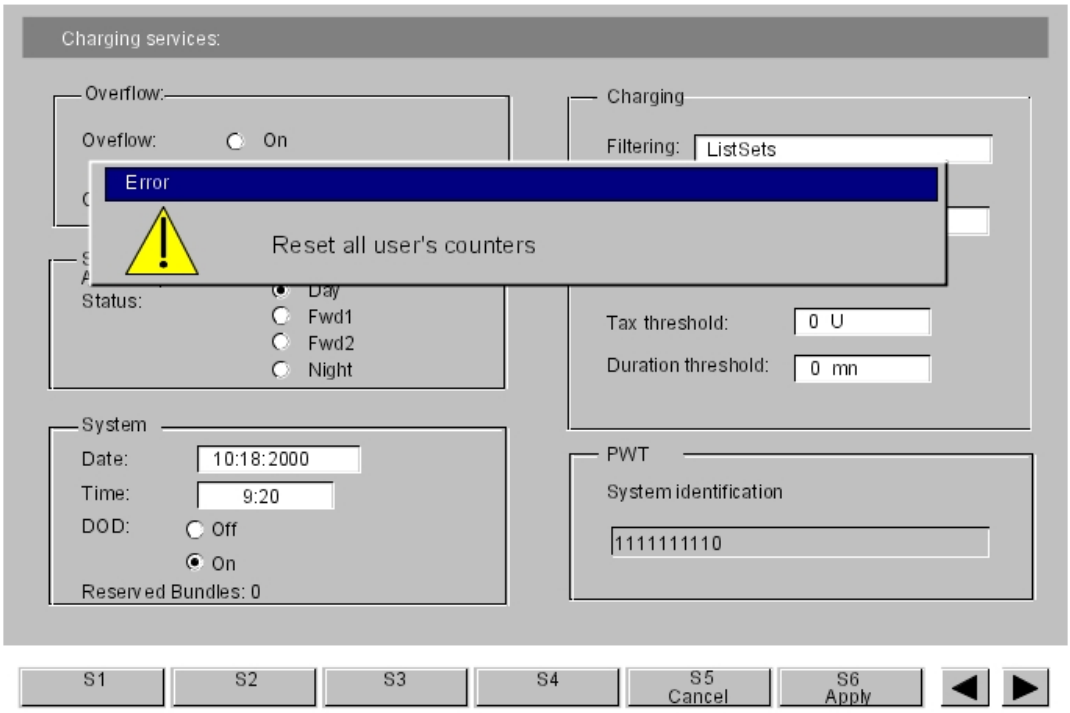
The right hand window displays the identity of the selected set and the contents of the user's charge counters:

- The cost or number of charge units for the user's last external call,
- The cost or total number of charge units since the last reset,
- The total number of external calls made since the last reset.

The attendant confirms reset of the user's counter by pressing the dynamic **Apply** key or returns to the consultation status of a user by pressing the dynamic **Cancel** key.

5.1.2.2 Resetting counters for all sets in the system

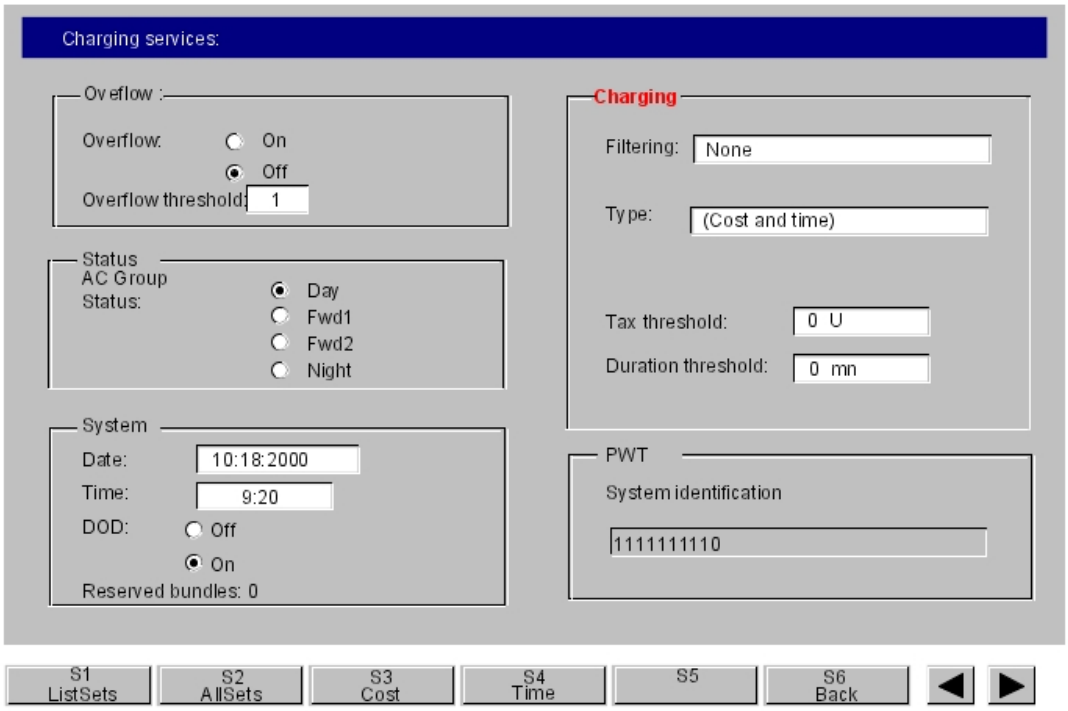
After pressing the dynamic **Delete** key, a confirmation message is displayed:



The attendant confirms reset by pressing the dynamic **Apply** key or presses the dynamic **Cancel** key to cancel and return to the previous state.

5.1.2.3 Type of filtering

The principle of filtering is to define criteria that result in the creation of a charging ticket when an internal user makes an external call that meets the defined criteria.



After pressing the dynamic **Filter** key, the following features are available:

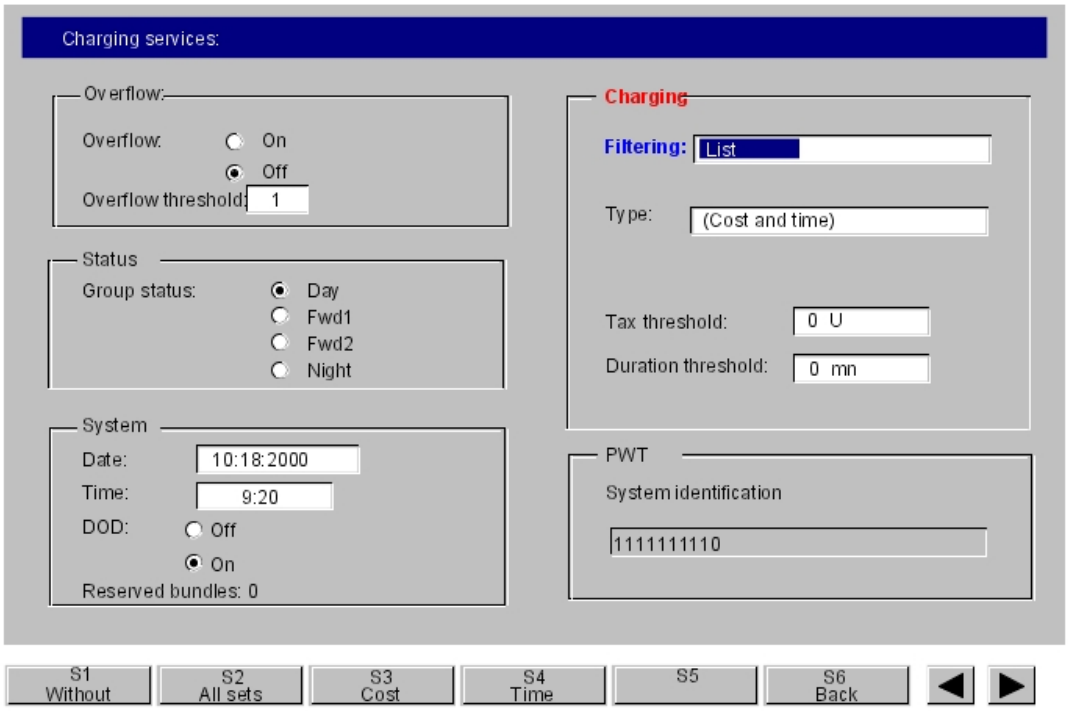
- **ListSet**:
  To filter users in the filtering list,
- **Without**:
  To disable tracking,
- **AllSets**:
  To filter all system users,
- **Cost**:
  To define a cost threshold to be defined; beyond this threshold filtering is applied,
- **Time**:
  To define a time threshold; beyond this threshold filtering is applied.

5.1.2.3.1 Type of users filtered

The attendant uses the dynamic **ListSet** and **All sets** keys to define the users that will be filtered, that is:

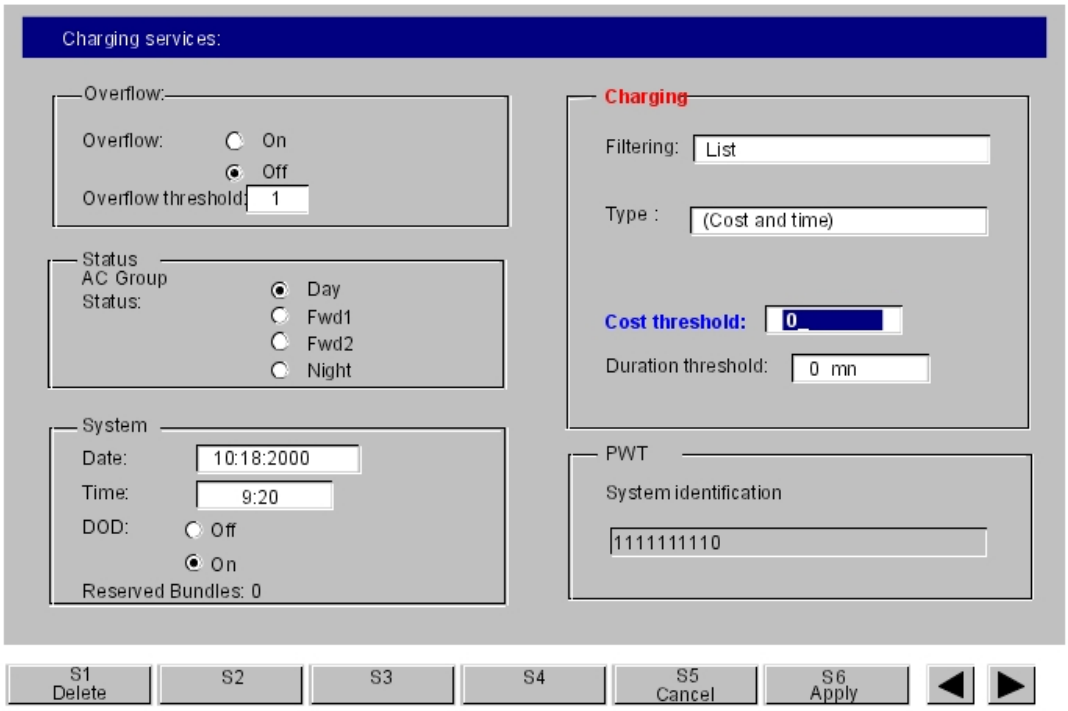
- **Without**,
- **ListSet**,
- **All sets** .

Pressing the corresponding dynamic **Without** cancels call tracking. Filtering type is displayed in the **Service** main screen in the **Filter** window.



5.1.2.3.2 Charging threshold

The attendant selects the charging threshold field with the **Cost** key, enters the threshold value (number of charge units) and confirms by pressing the **Apply** key. When the option **Cost** is selected, pressing the dynamic key **CostOf** cancels the selection.

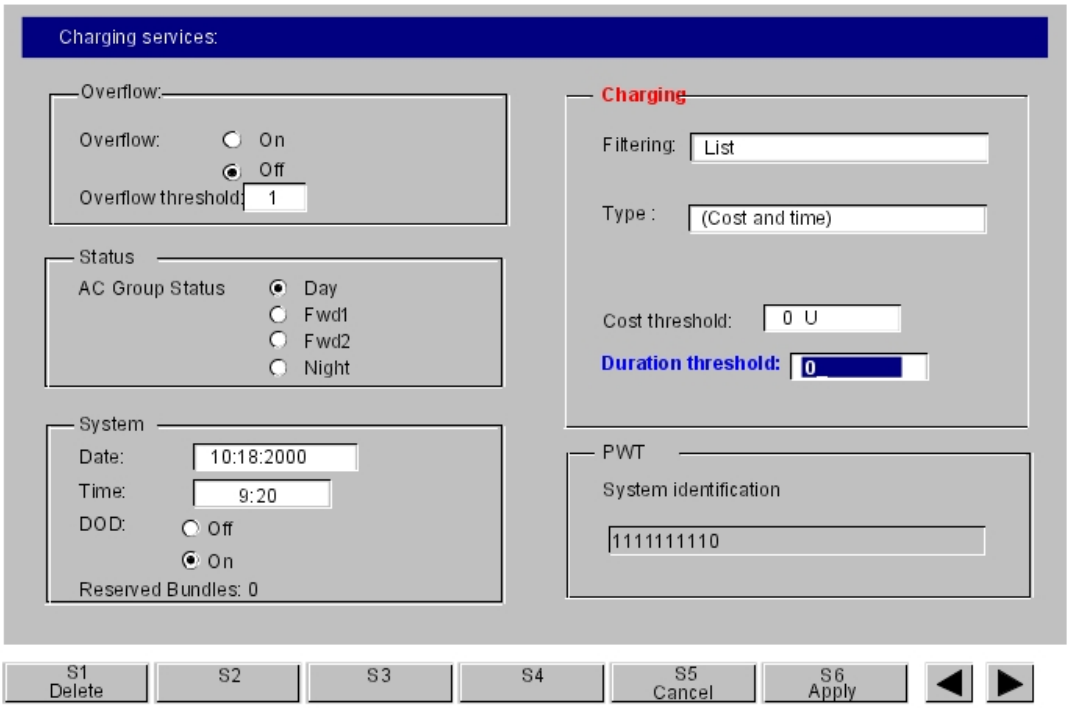


Note:

*When the **Cost** key is not visible, press the **CostOf** key to display it.*

5.1.2.3.3 Time threshold

The attendant selects the time threshold field with the **Time**key, enters the threshold value (number of minutes) and confirms by pressing the **Apply** key. When the **Time** option is selected, pressing the dynamic **TimeOf** key cancels the selection.



Note 1:
*When the **Time** key is not visible, press the **TimeOf** key to display it.*

Note 2:
*if the PBX is managed with **Charge units** , **Cost** will be replaced by **Pulse** , the display is then:*

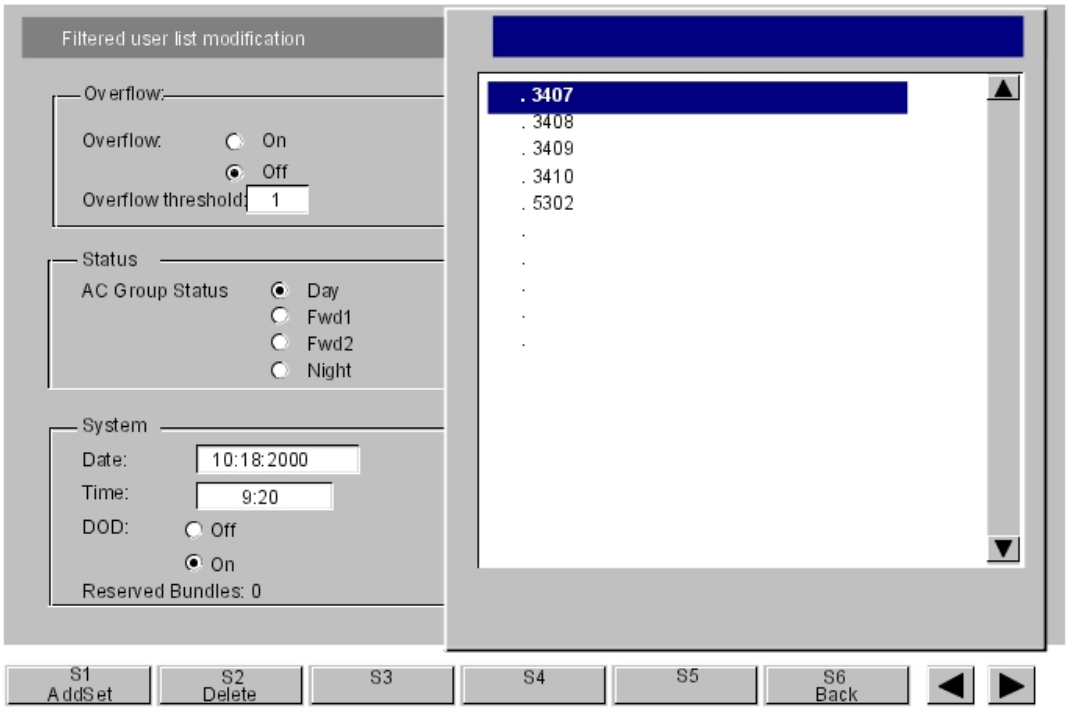
- ***Pulse** instead of **Cost***
- ***PulseOff** instead of **CostOf***

The cost and time criteria can be applied simultaneously.

5.1.2.4 *Filtering list*

Pressing the dynamic **ListSets** key displays the filtering list.

For example:



This list has a maximum of ten user directory numbers and is established by the attendant. Pressing the dynamic keys **Add Set** and **Delete** allows the attendant to add or delete a directory number.

5.1.2.4.1 Adding a directory number

By pressing the dynamic **Add Set** key, the attendant selects a free field in the list, dials the directory number (or name, for a directory search) of the set to be added, then confirms the directory number displayed by pressing the **Apply** key.

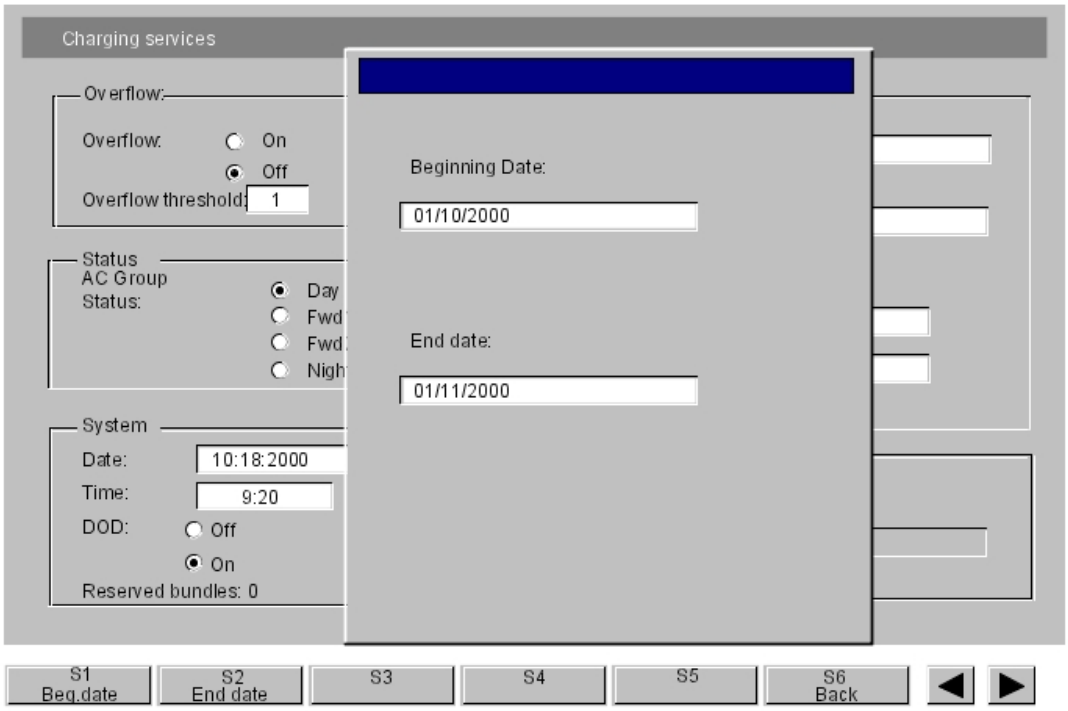
5.1.2.4.2 Deleting a directory number

The attendant selects the directory number to be deleted by moving the selector bar (reverse video) with the keys, then deletes the directory number by pressing the **Delete** key.

5.1.2.5 Financial report

Press the dynamic **Report** key to modify the start and end dates of the financial report on charging.

For example:



The attendant can use the dynamic keys **Beg.Date** and **End date** to modify the start and end dates that define the financial report monitoring period. Press the **Cancel** key to retrieve previous dates.

To modify dates, the attendant must enter two digits for the month, two digits for the day, and four digits for the year.

Pressing the key deletes the current character and pressing the dynamic **Delete** key deletes the contents of the field.

The financial report concerning the period between the start and end dates will be automatically printed out at the end date.

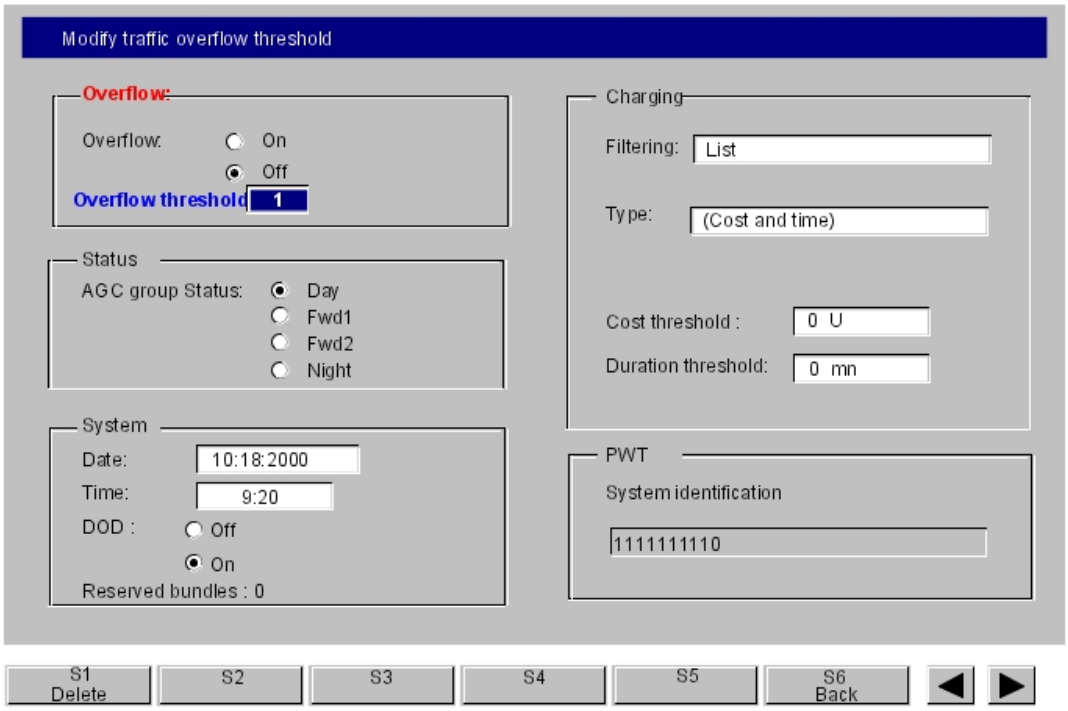
In our example, this is a period of one month that will be cyclically applied for the print-out and monitoring period of subsequent financial reports.

5.1.3 Overflow (Mutual assistance) threshold

Pressing the dynamic key **Overflow** allows the attendant to define the mutual assistance threshold between attendants.

The value of this threshold determines the number of calls that the group can have waiting; additional calls beyond this threshold are forwarded to other attendants.

For example:

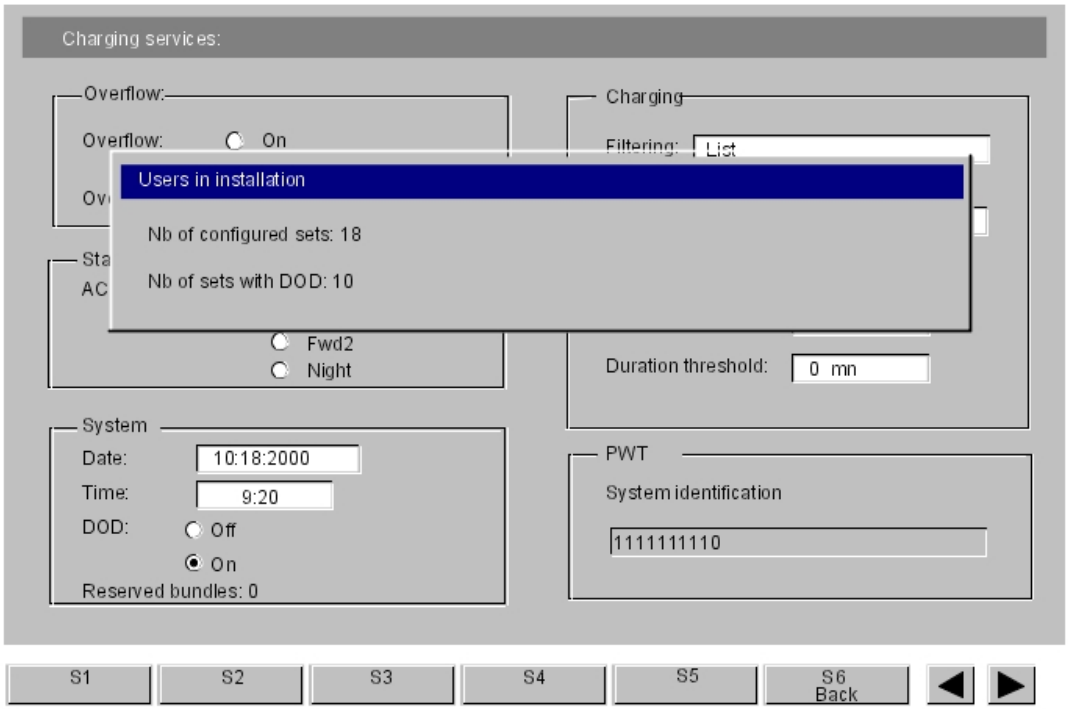


The mutual assistance threshold field is selected in the main **Service** screen in the **Overflow** field. The value specified is applied when the attendant exits by pressing the dynamic key **Back**.

5.1.4 Set Counters

Pressing the dynamic key **Nb sets** allows the attendant to display the number of sets configured in the system and the number of sets with DOD rights in the system.

For example:


Charging services:
Overflow:
Overflow:
On
Charging
Filtering:
List
Users in installation
Nb of configured sets: 18
Nb of sets with DOD: 10
Fwd2
Night
Duration threshold:
0 mn
System
Date:
10:18:2000
Time:
9:20
DOD:
Off
On
Reserved bundles: 0
PWT
System identification
1111111110
S1
S2
S3
S4
S5
S6
Back

Chapter

6

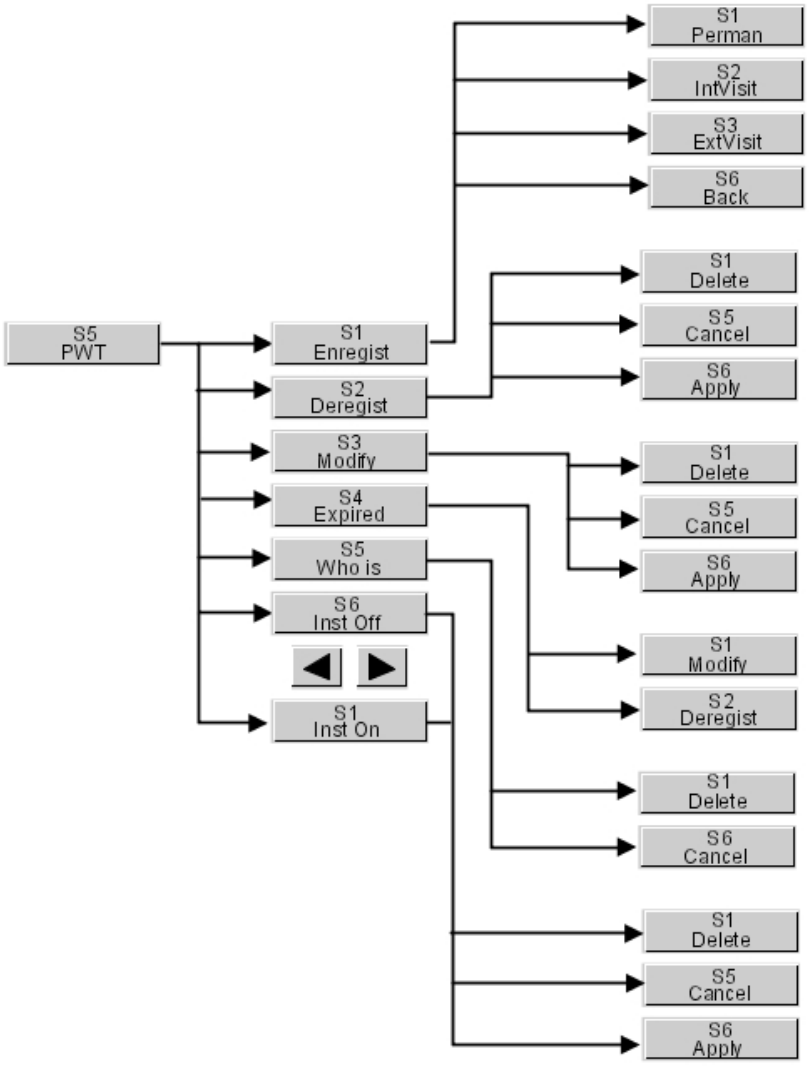
Management from the attendant console - PWT (DECT) dynamic key

6.1 The dynamic key for PWT (DECT)

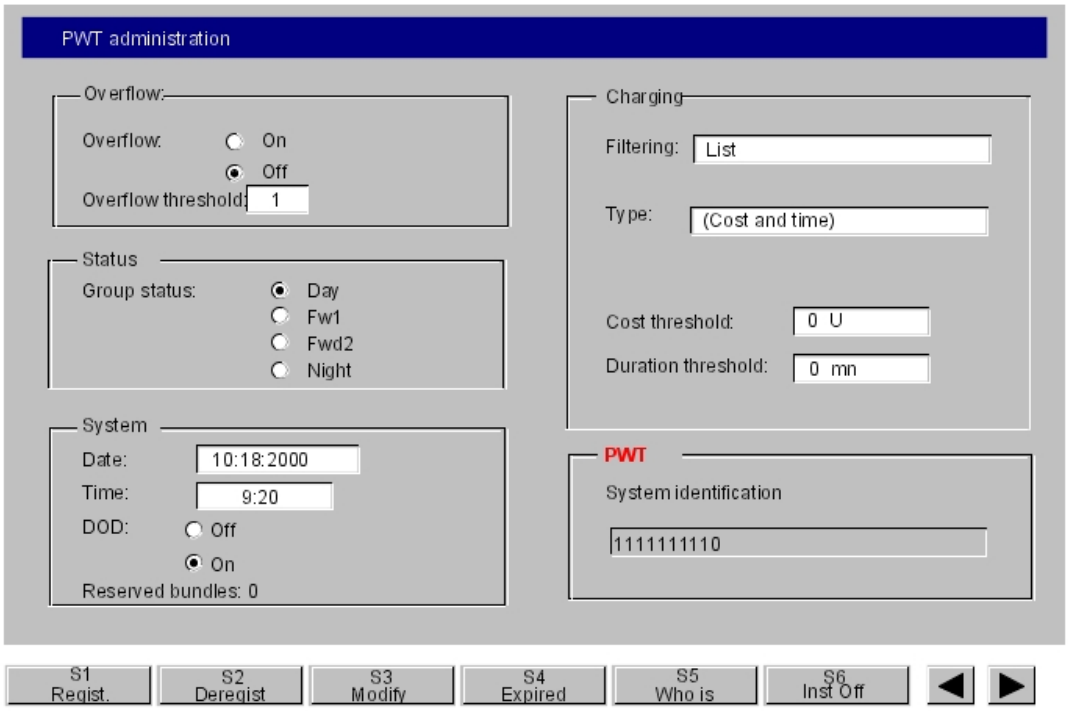
Reminder:

*the **PWT** menu is accessed with the dynamic **Service** key.*

Press the dynamic **PWT** allows the attendant to display the number of sets configured in the system and the number of sets with DOD rights in the system.



After pressing the dynamic **PWT** key, the **PWT** window is activated:

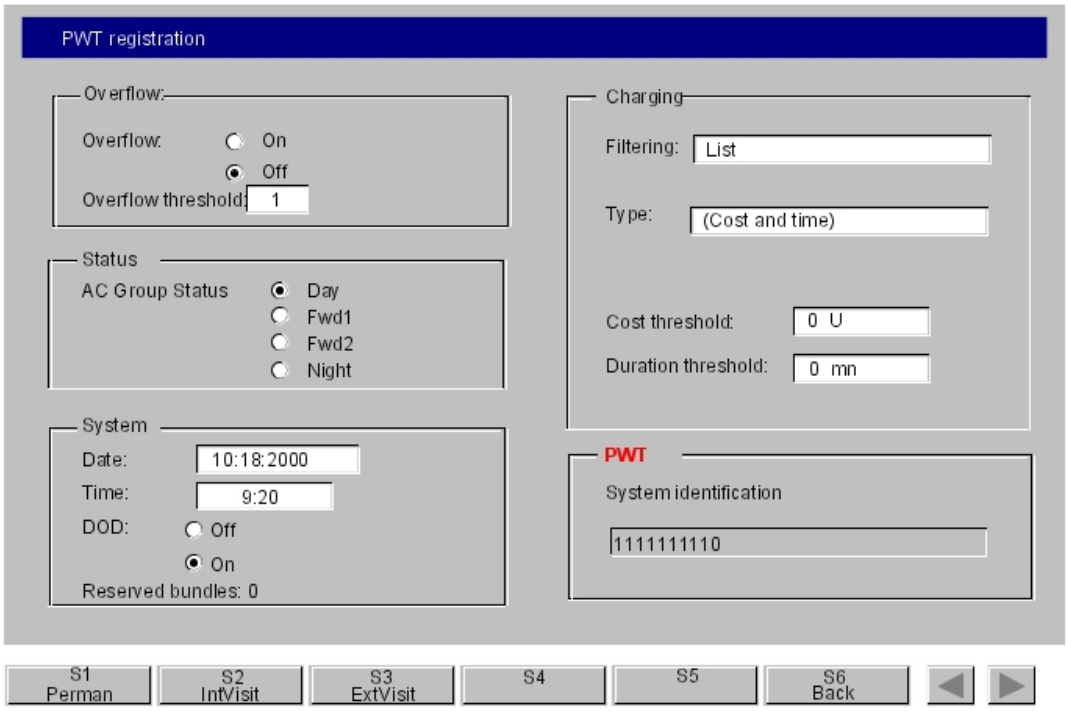


The function for each of the dynamic keys is as follows:

- **Regist**:
  to manage, according to its type of use, registration of a PWT to make it operational within the PCX,
- **Deregist**:
  to deregister a PWT,
- **Modify**:
  to modify PWT characteristics,
- **Expired**:
  to list PWT sets that have reached their expiration date,
- **Who is**:
  to search for a PWT by its identification number (IPUI N),
- **Inst On** / **Inst Off**:
  to begin (**Inst On**) or cancel (**Inst Off**) the PCX registration operations supported by the PWT itself.

6.1.1 Registering

Pressing the dynamic key **Regist** displays the following PWT Registration screen. For example:

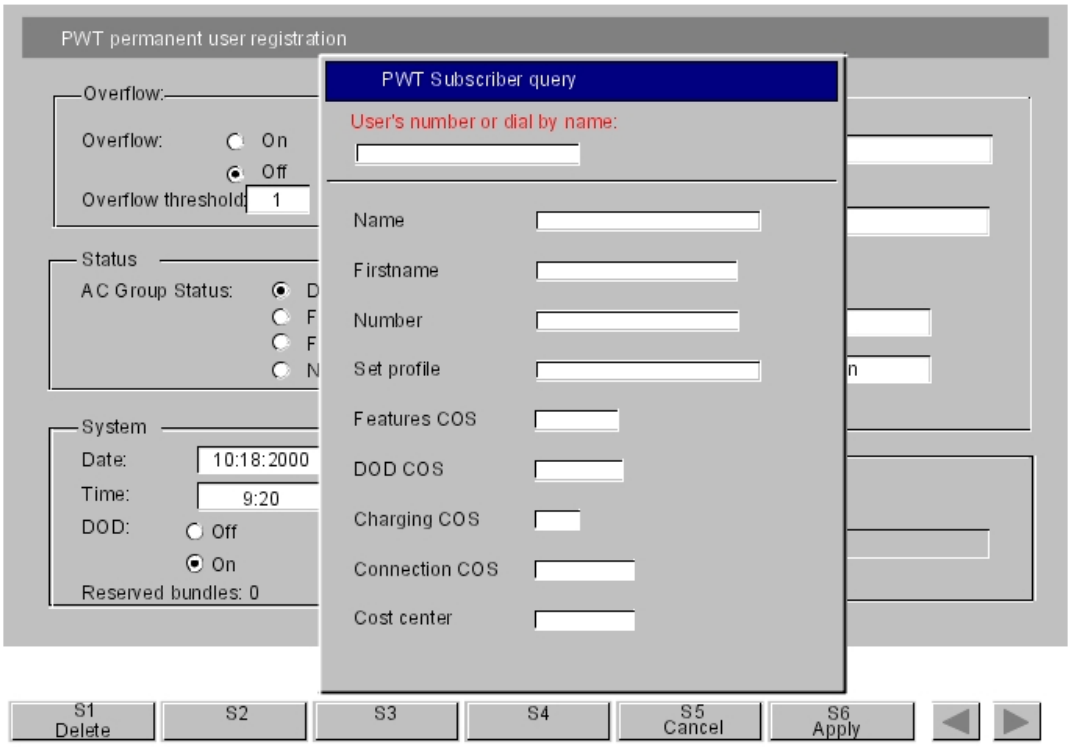


The function for each of the dynamic keys is as follows:

- **Perman**:
  to assign a PWT set to an internal user,
- **IntVisit**:
  to assign a PWT set to a visitor,
- **ExtVisit**:
  to assign a PWT to an external user.

6.1.1.1 Permanent

Pressing the **Perman** key displays the PWT Permanent User Registration screen. For example:



After entering the PWT directory number, press the **Apply** key to enter the name and characteristics for the set.

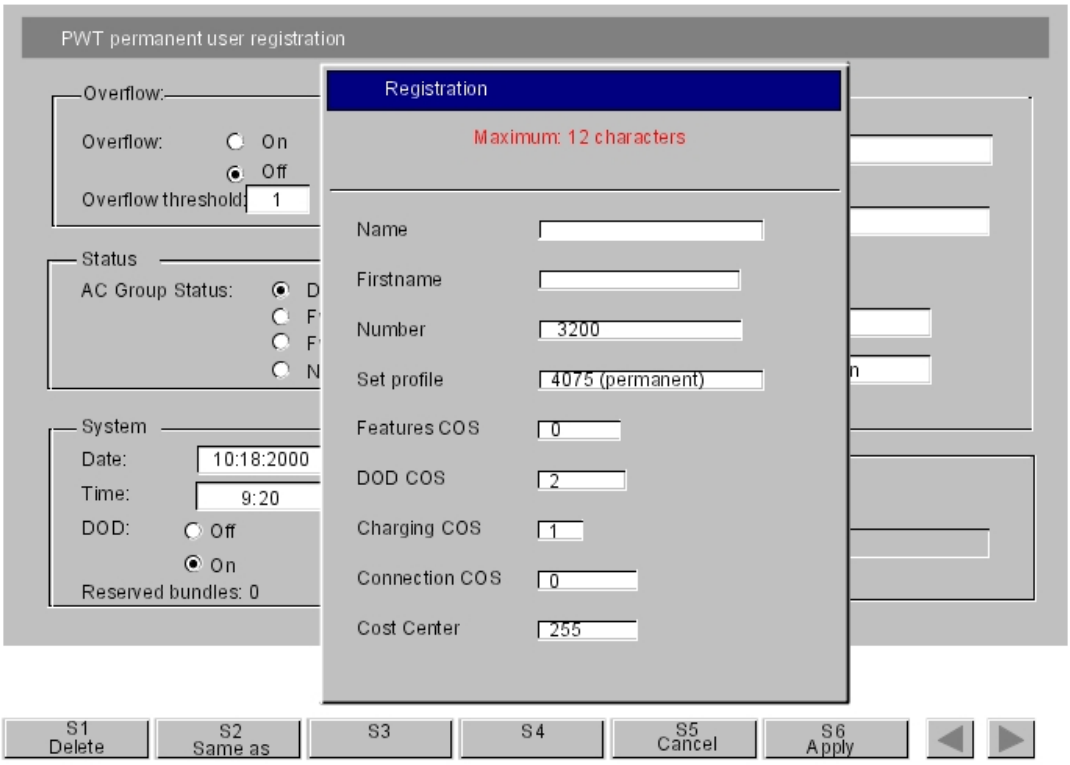
Note:

The user's name can also be entered; the PCX then searches for it in the system directory.

As soon as the first letter is entered, the following dynamic keys become available:

- **Name**:
  to perform a search based upon a name or part of a name,
- **Initials**:
  to perform a search based upon initials,
- **Name/First name**:
  to perform a search based upon the last name and first name.

When the set has been located, pressing the **Apply** key displays its current settings.



The class of service fields are automatically initialized with the system's default settings, but they can be modified.

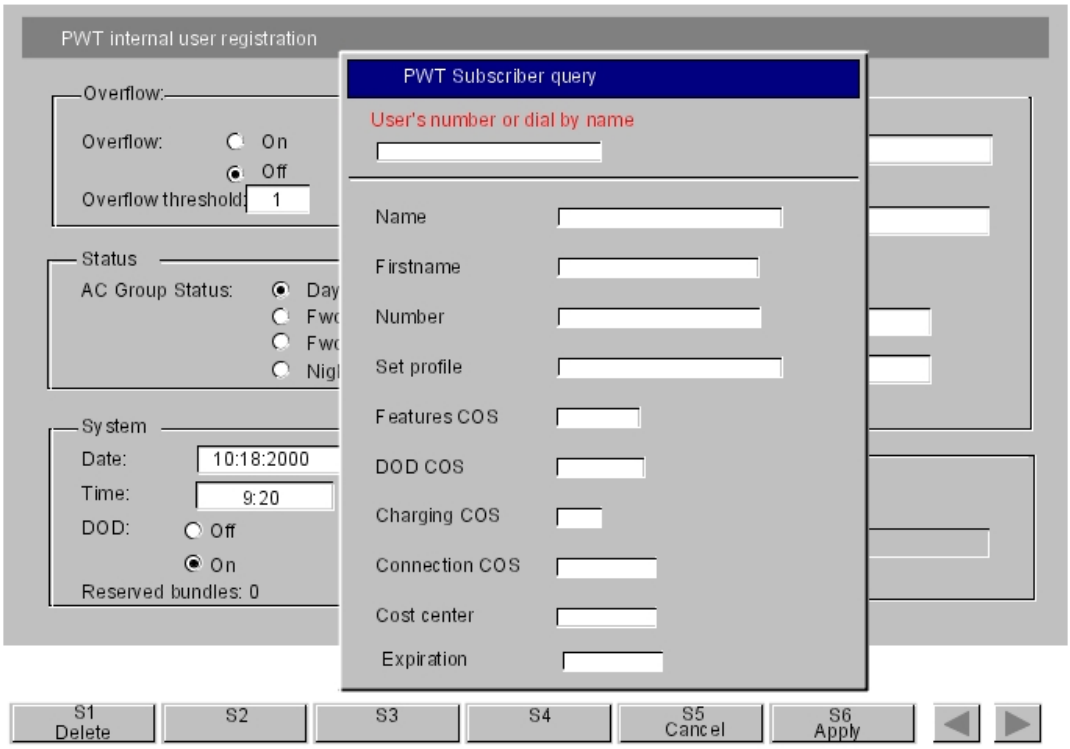
The attendant moves between fields with the keys or uses the **Enter** key on the keyboard to move to the next field. The top line of the window indicates the maximum number of characters or settings that can be entered in the selected field.

Press the keys to move the cursor in a field, pressing the key deletes the current character and pressing the dynamic **Delete** key erases the contents of the field.

Press the dynamic **Same as** key to assign the configuration characteristics of an existing set to the set being registered (type of set, classes of service, cost center). The attendant dials the directory number (or name to search for in the directory) and then confirms the number displayed by pressing the **Apply** key.

6.1.1.2 Internal visitor

Pressing the dynamic key **IntVisit** displays a search screen. For example:



After entering the PWT mobile's directory number, press the dynamic **Apply** key to enter the set's name and characteristics.

Note 1:

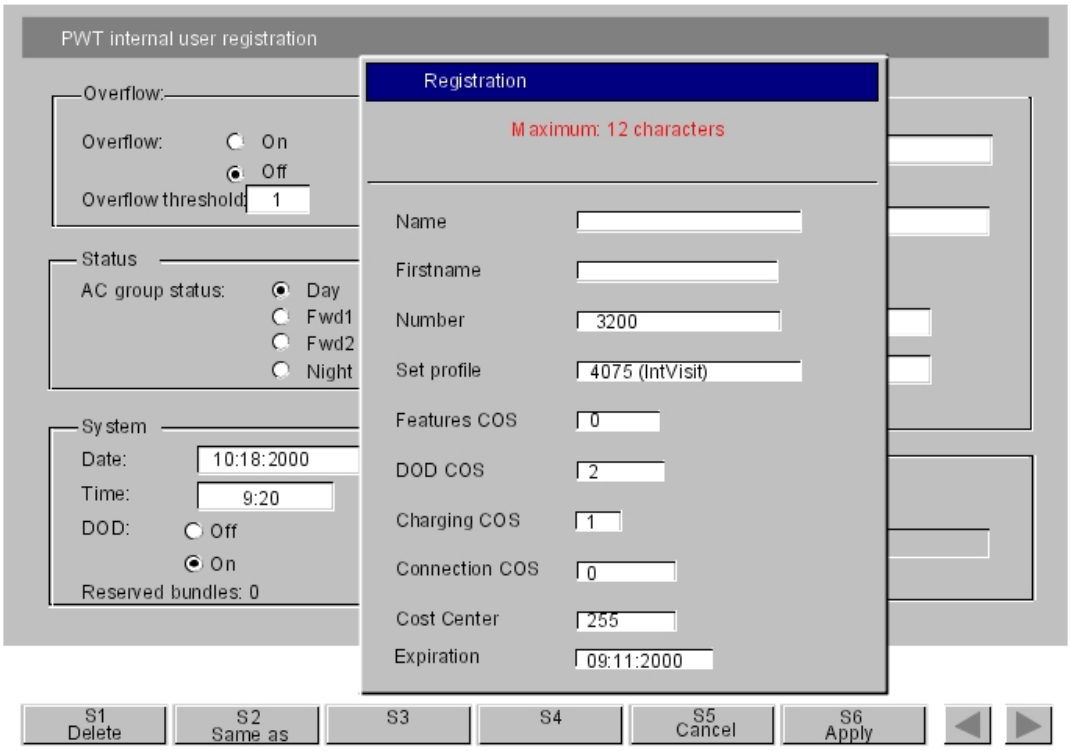
The user's name can also be entered; the PCX then searches for it in the system directory.

As soon as the first letter is entered, the following dynamic keys become available:

- **Name**:
  to perform a search based upon a name or part of a name,
- **Initials**:
  to perform a search based upon initials,
- **Name/First name**:
  to perform a search based upon the last name and first name,
- **Expiry**:
  beyond the expiration date, the set will no longer have the right to make an external call.

  Note 2:
  This field is not presented for a permanent set.

When the set has been selected, pressing the **Apply** key displays its settings.



The class of service fields are automatically initialized with the system's default settings, but may be modified.

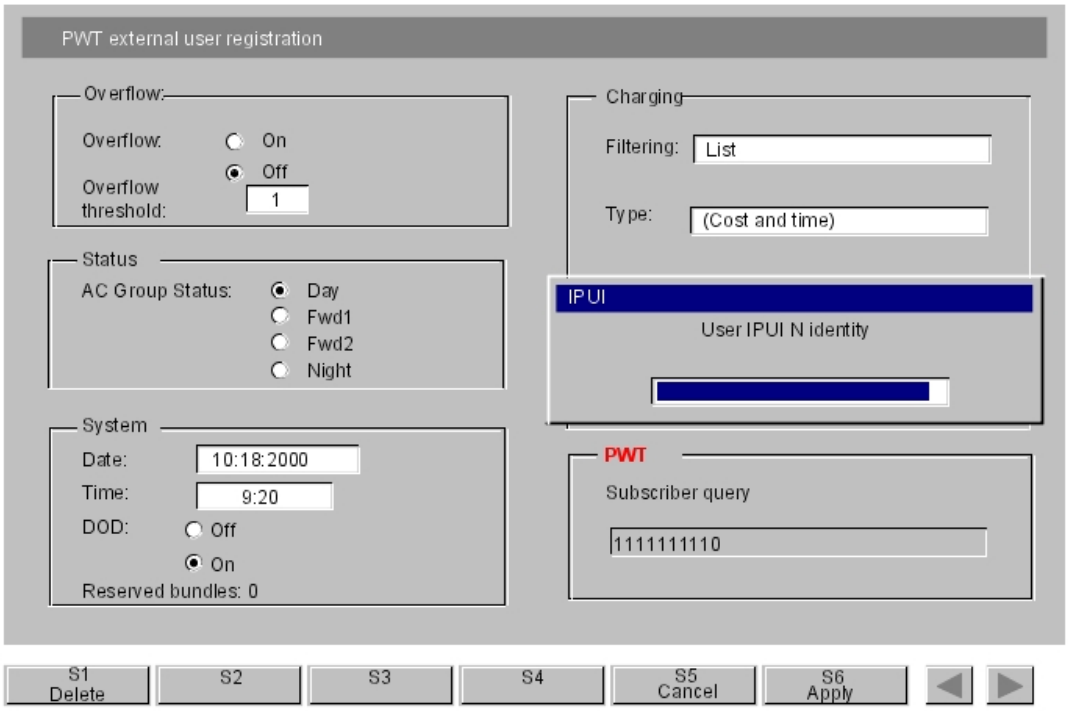
The attendant moves between fields with the keys or uses the **Enter** key on the keyboard to move to the next field. The top line of the window indicates the maximum number of characters or settings that can be entered in the selected field.

Press the keys to move the cursor within a field. Pressing the key deletes the current character and pressing the dynamic key **Delete** erases the contents of the field.

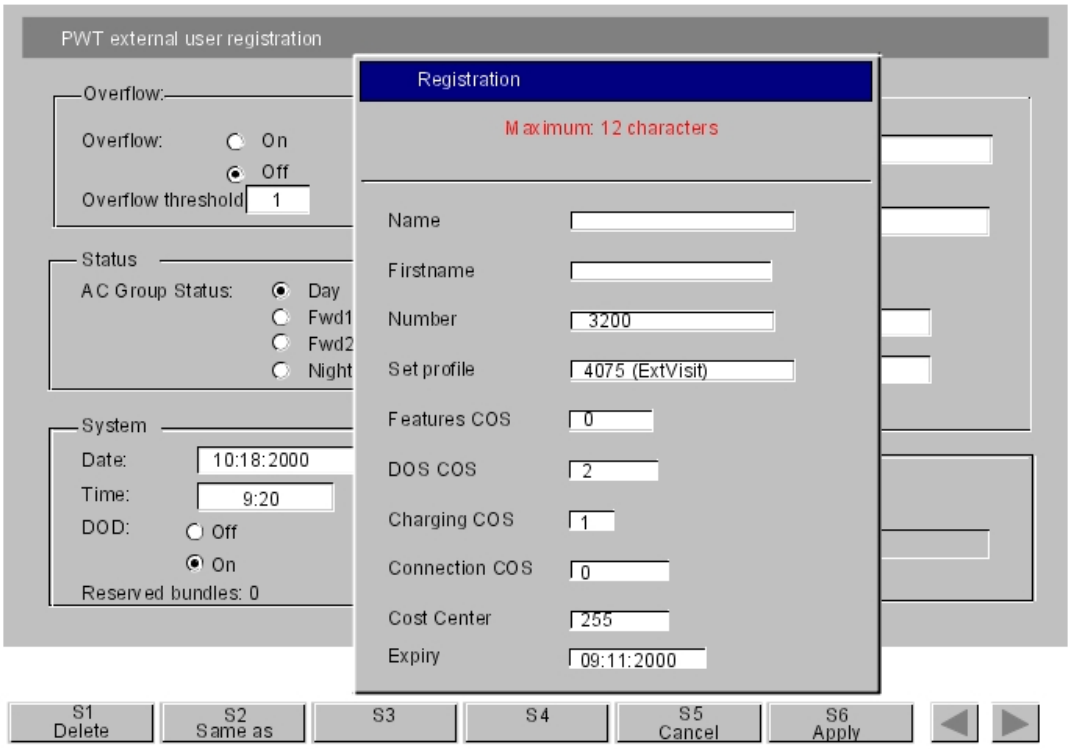
Press the dynamic **Same as** key to assign the configuration characteristics of an existing set to the set being registered (type of set, classes of service, cost center). The attendant dials the directory number (or name to search for in the directory) and then confirms the number displayed by pressing the **Apply** key.

6.1.1.3 External visitor

Pressing the dynamic **ExtVisit** key displays a registration screen. For example:



Specify the user's PWT identifier number (IPUI-N). Press the dynamic Apply key to display the registration panel. For example:



The class of service fields are automatically initialized with the system's default settings, but may be modified.

As in the case of the internal visitor, the following field is also presented:

- **Expiration**: As in the case of the internal visitor, the following field is also presented:

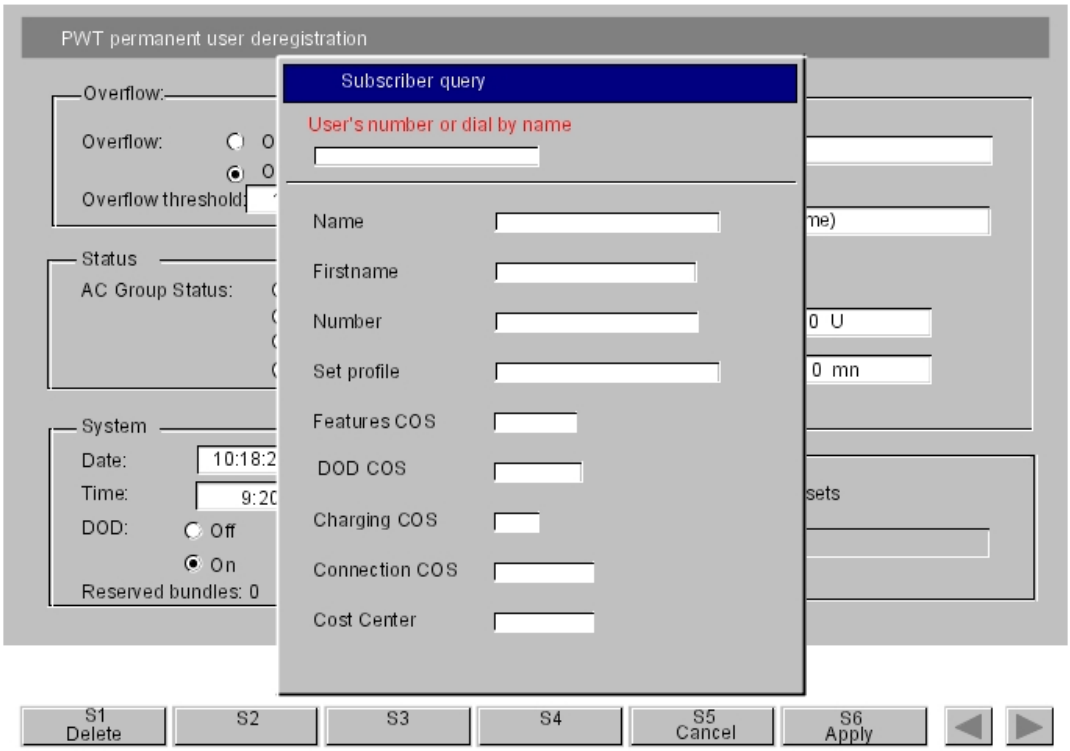
The attendant moves between fields with the keys or uses the **Enter** key on the keyboard to move to the next field. The top line of the window shows the maximum number of characters or settings that can be entered in the selected field.

Press the keys to move the cursor within a field. Pressing the key deletes the current character and pressing the dynamic **Delete** key erases the contents of the field.

Press the dynamic **Same as** key to assign the configuration characteristics of an existing set to the set being registered (type of set, classes of service, cost center). The attendant dials the directory number (or name to search for in the directory) and then confirms the number displayed by pressing the **Apply** key.

6.1.2 Deregistering

Pressing the dynamic key **Deregist** key displays a search screen. For example:

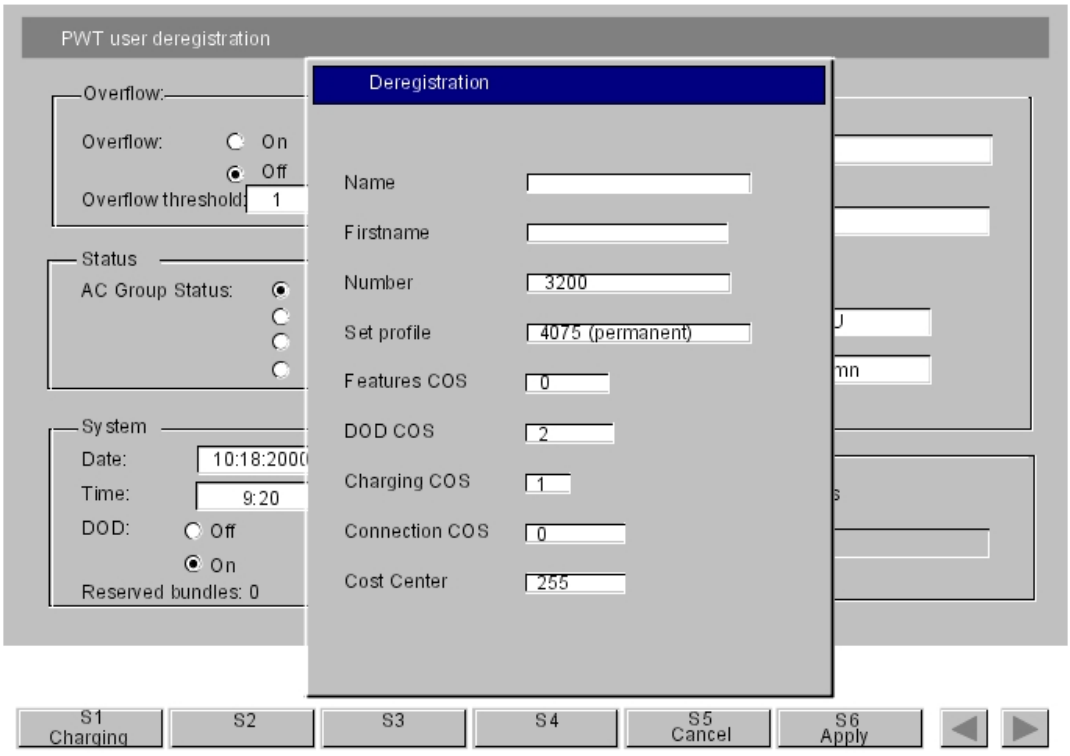


After entering the PWT mobile's directory number, press the **Apply** key to display the user set configuration.

Note 1:

The user's name can also be entered; the PCX then searches for it in the system directory (this feature is the same as the one detailed in External visitor).

Sample of display:



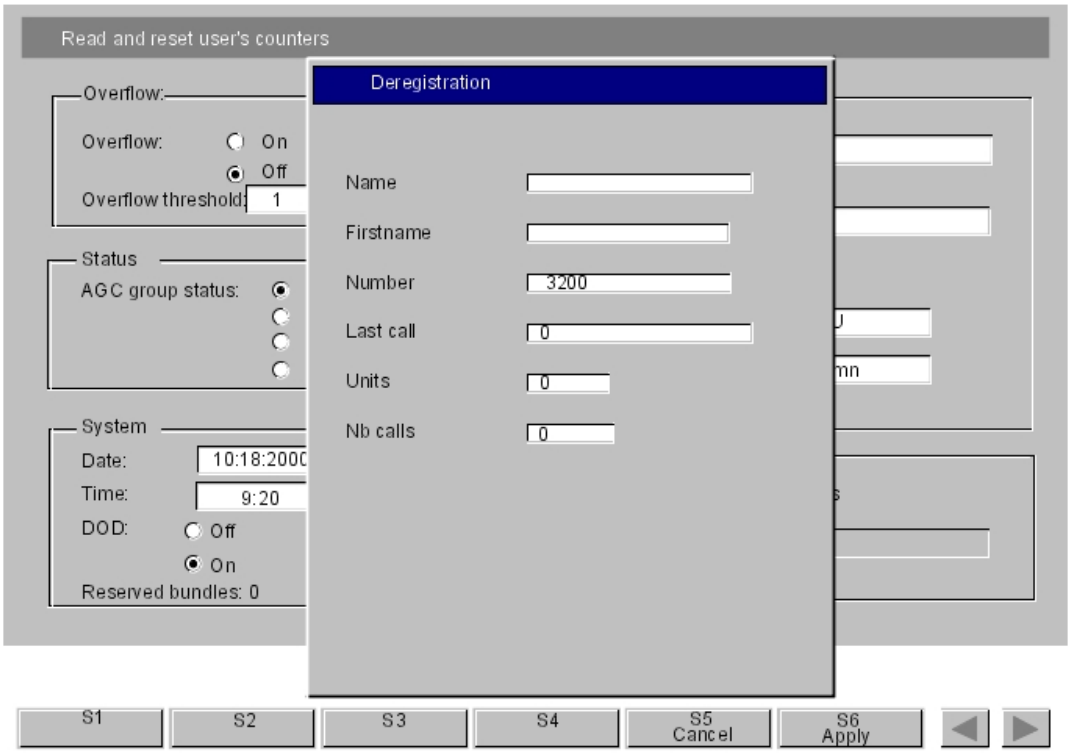
The dynamic **Apply** key is pressed to confirm deregistration of the PWT set (permanent, internal or external visitor).

The **Charging** key is used to display and reset the charging counters.

Note 2:

This feature is offered in the case of internal or external visitor deregistration.

For example:



Press the **Apply** key to reset the counters and return to the previous screen.

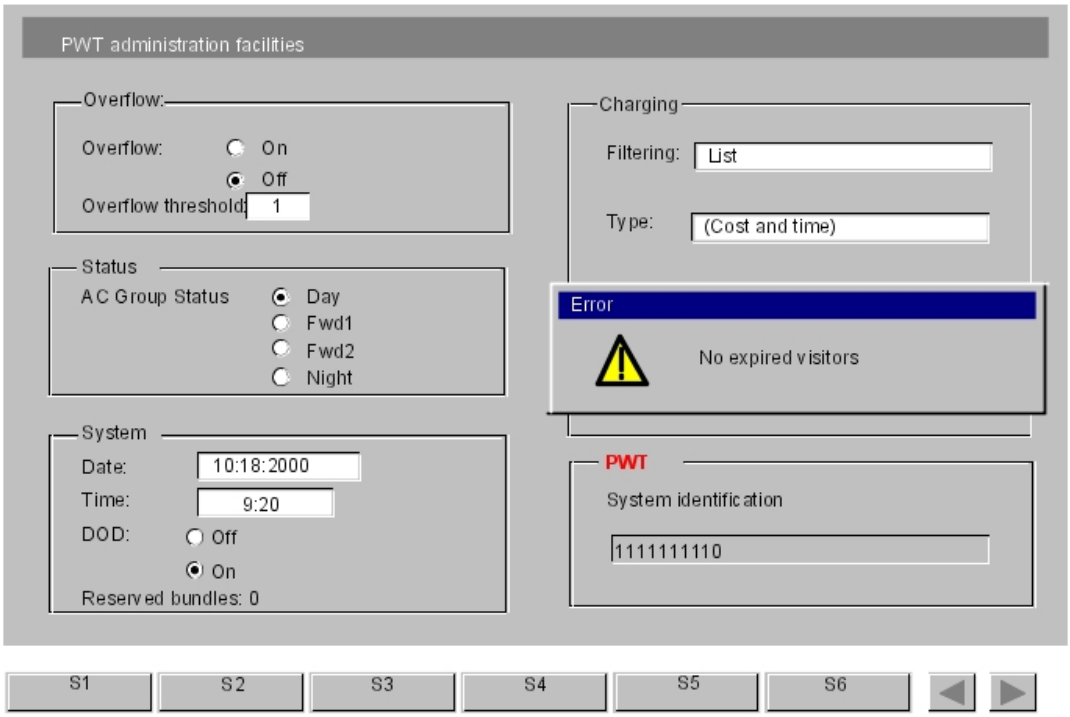
6.1.3 Modify

Press this dynamic key to modify the characteristics of a PWT user. The operations are the same as described in Registering .

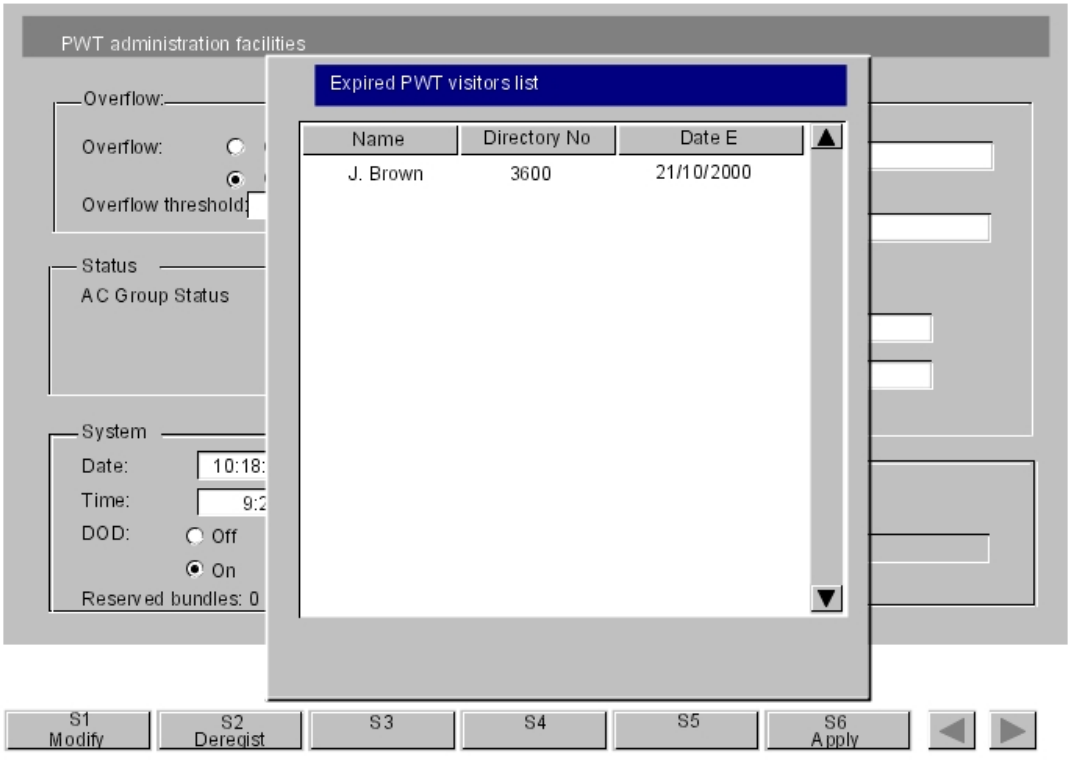
6.1.4 Expired

Press the dynamic key to display sets that have reached their expiration date.

If no users have reached their expiration date, the following displays:



If there are expired sets, the list panel is displayed. For example:

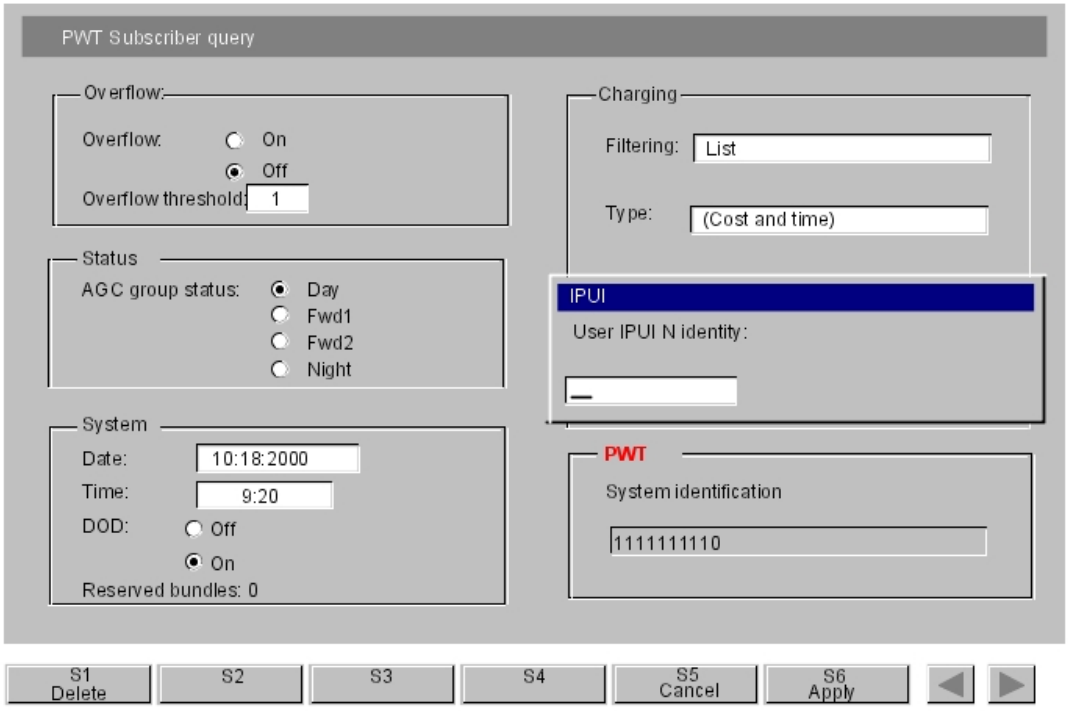


The following dynamic keys are available:

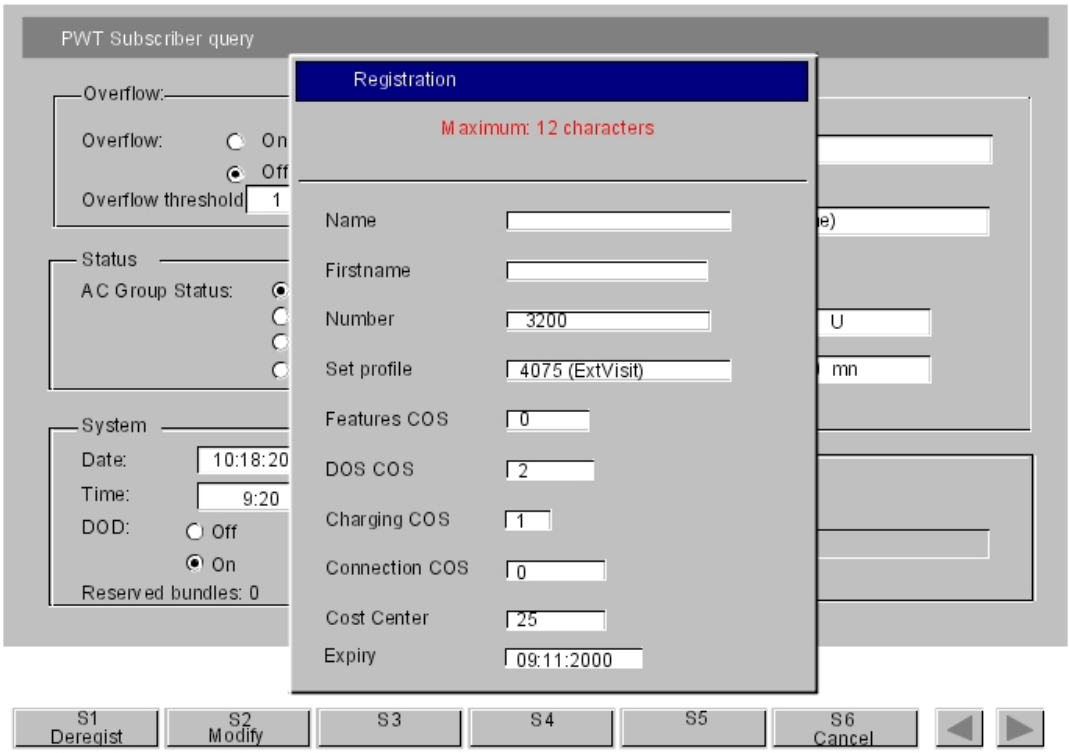
- **Modify**:
  to modify the expiration date for this set (see Registering),
- **Deregist**:
  To deregister the PWT set (see Deregistering).

6.1.5 Who Is

Press this dynamic key to find a PWT user by IPUI-N identification number. A search panel displays:



The attendant enters the user identifier number and confirms by pressing the **Apply** key. Sample display:

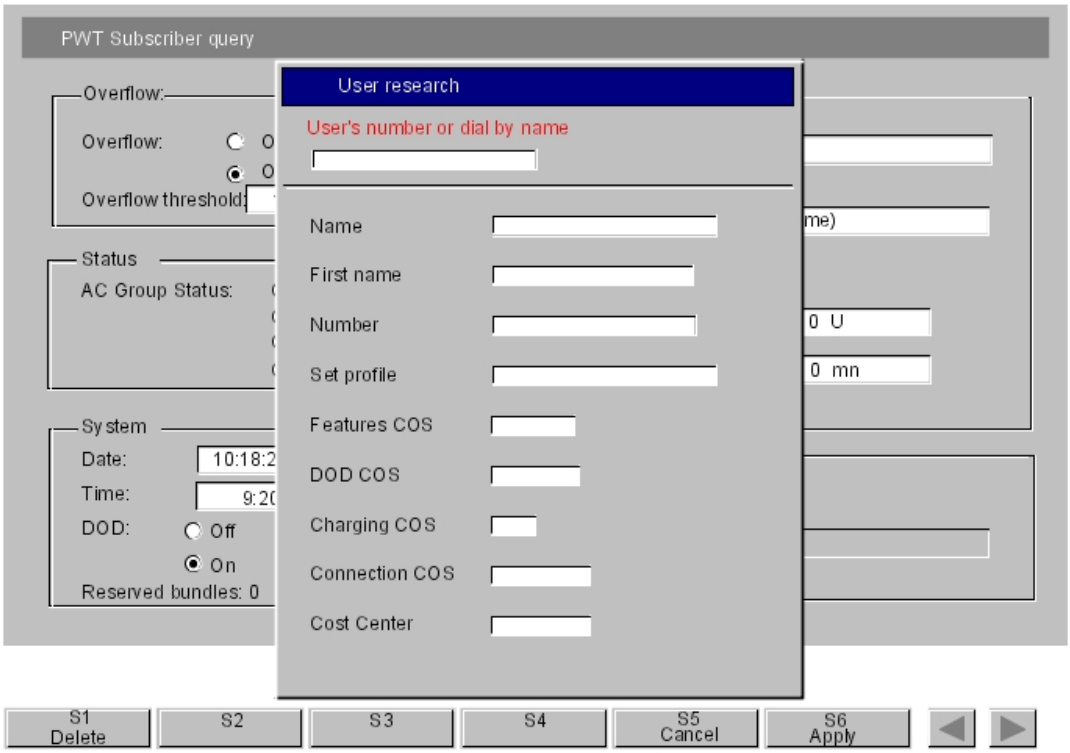


The following dynamic keys are available:

- **Deregist**:
  to deregister (uninstall) the PWT set (see Deregistering).
- **Modify**:
  to modify the characteristics of a PWT set (see Modify).

6.1.6 Automatic installation process

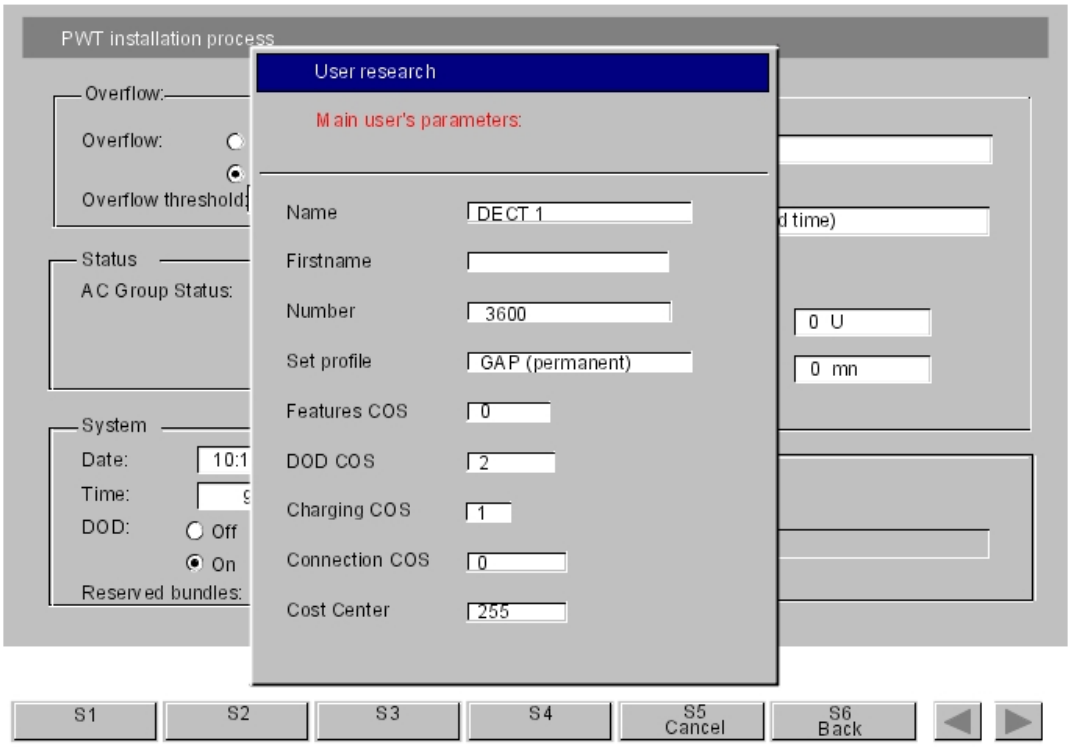
Pressing the dynamic **Inst On** or **Inst Off** key displays a PWT installation screen. For example:



After entering the PWT directory number, press the dynamic **Apply** key to display the configuration of the user set.

Note:

The user's name can also be entered; the PCX then searches for it in the system directory (this feature is the same as the one detailed in External visitor).



- Pressing the **Apply** key again allows the attendant to install or uninstall the PWT, according to the feature selected. There are screens or panels to guide the attendant through the process, according to the type of PWT being handled.

Chapter 6 *Management from the attendant console - PWT (DECT) dynamic key*

Chapter

7

Management from the attendant console - GUIDE dynamic key

7.1 Using the dynamic Guide key

The functions of the dynamic **Guide** allows the attendant to customize the console for the following:

- operating setting:
  - automatic answer,
  - automatic transfer,
  - automatic recording.
- physical setting management:
  - ringing programming,
  - console name,
  - test.
- display language,
- personal directory programming,
- programmable key programming,
- AOM module programming.

When the console is in the idle state, pressing the **Guide** key displays the following:

Chapter 7 *Management from the attendant console - GUIDE dynamic key*

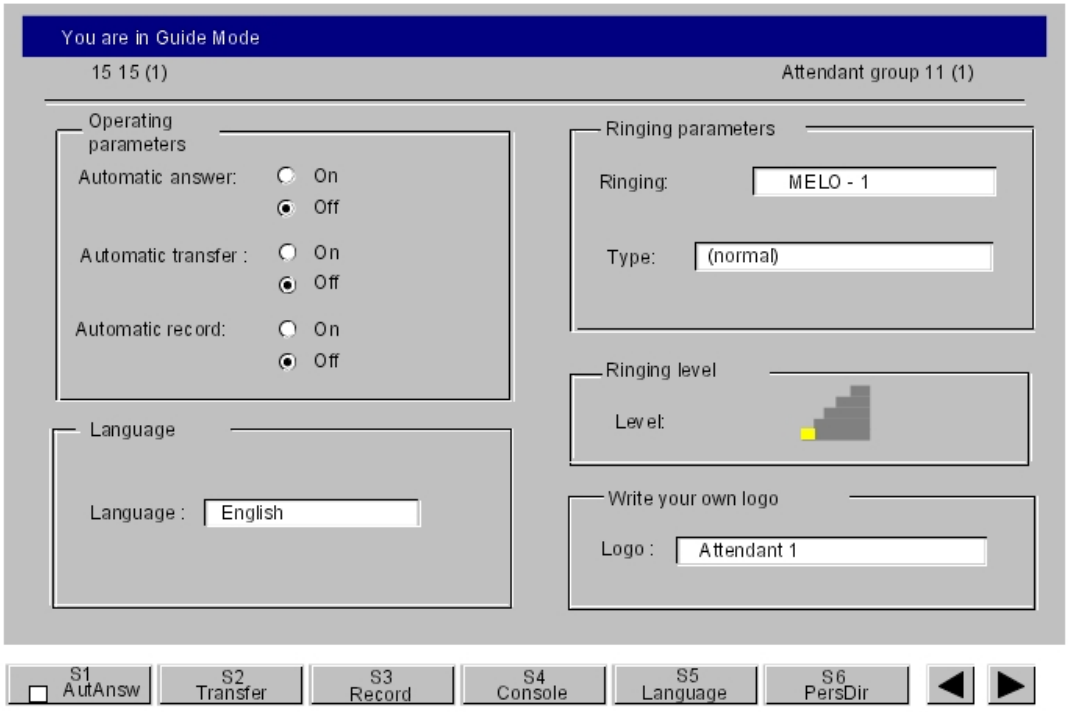


Figure 7.1: Windows for **Guide** mode

- The top section (reverse video, “You are in Guide Mode”) show information concerning the current operation.
- The central part of the screen displays the status or value of certain programmable settings:
  - attendant group name, call number and physical number in the system,
  - attendant name, call number and order number in the system,
  - programmable settings status,
- The bottom line of the screen displays the dynamic keys that are used to program the different features.

Pressing the ◀ ▶ keys displays the labels for keys not shown on-screen.

The following keys are available via the **Guide** key:

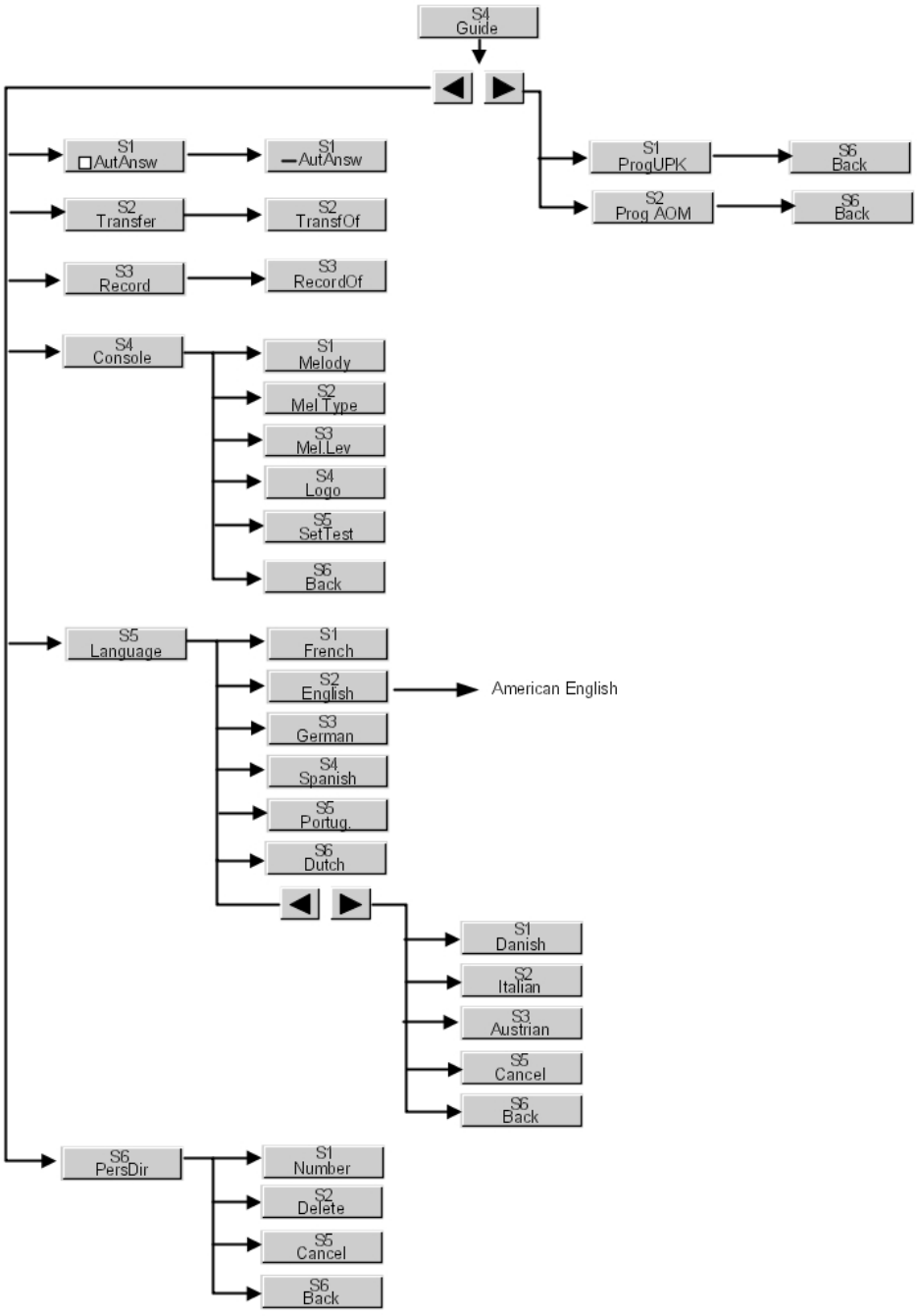


Figure 7.2: **Guide** keys and sub-menus

The main function of each of these keys is:

- **AutAnsw / –AutoAns**:

  to activate or deactivate automatic answer mode,

- **Transfer /TransferOf**:
  to activate or deactivate automatic transfer mode,
- **Record /RecordOf**:
  to activate or deactivate automatic recording mode,
- **Console**:
  to modify physical settings,
- **Language**:
  to specify the language used for displaying on-screen information,
- **PersDir**:
  to program the personal directory,
- **ProgUPK**:
  to program or modify certain programmable keys.
- **ProgAOm**:
  allows to program or to modify the contents of keys on an additional 4090 keyboard.

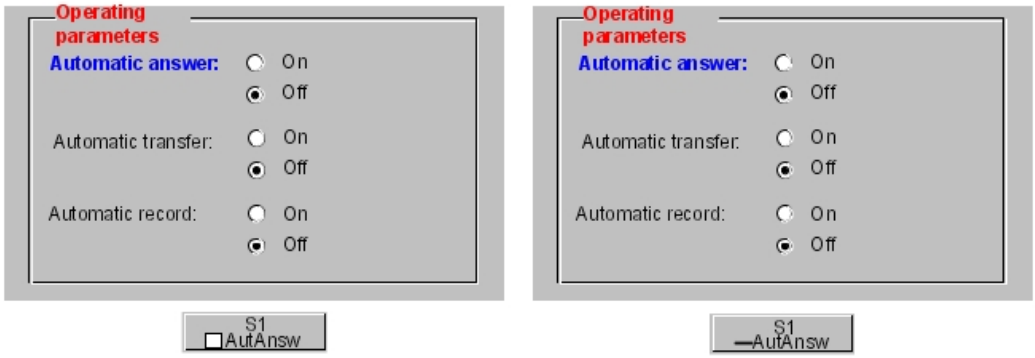
General rules applicable in **Guide** mode:

- The top line of the panel indicates the setting being programmed.
- When they are displayed, pressing the dynamic **Cancel** , **Apply** , and **Back** keys performs the following functions:
  - **Cancel**:
    cancels the modification made and restores the original setting.
  - **Apply**:
    confirms data entered in a field or set of fields.
  - **Back**:
    applies all modifications and return you to the previous menu.
- When a field is being modified (name, number or character string):
  - pressing the dynamic **Delete** key deletes the field's contents,
  - the key erases the current character (character to the left of the cursor),
  - the keys are used to move the cursor in the field.
- At any time, pressing the release key key exits **Guide** mode, modifications that have not been confirmed are not applied.
- When several windows are simultaneously displayed (see figure: Windows for **Guide** mode), the active window is indicated by its label, which appears in red.

7.1.1 Automatic answer mode

Pressing the dynamic ▫ **AutoAnsw /–AutoAns** key activates or deactivates automatic answer mode. On-screen, a dot in the **On** or **Off** position indicates the status of the feature. In **automatic answer** mode, calls are automatically presented to the attendant according to the priority defined in system management. A programmable (system) timer is used to separate consecutive calls.

After pressing the dynamic ▫ **AutAnsw** or **–AutoAns** key, the **Configuration** window is active in the "Guide" window (see figure: Windows for **Guide** mode), for example:



When the console is in **automatic answer** mode the **automatic answer** LED lights steady ((see Alcatel-Lucent 4049 Professional Attendant Console - Console overview - LED group)

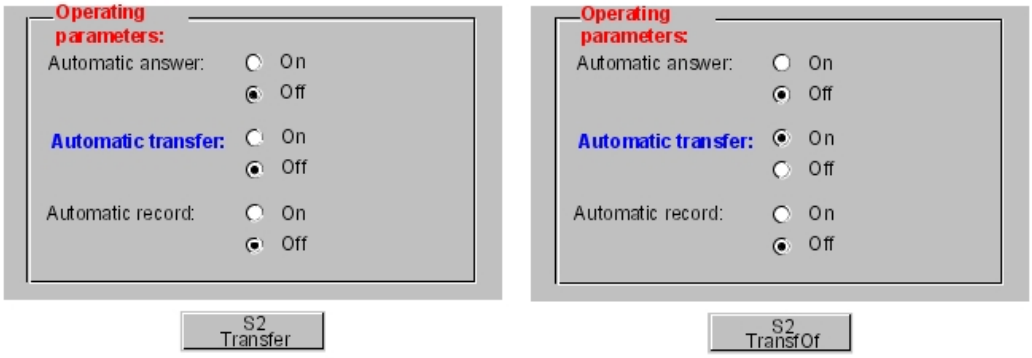
7.1.2 Automatic transfer mode

Pressing the dynamic **Transfer /TransfOf** key activates or deactivates automatic transfer mode. On-screen, a dot in the **On** or **Off** position indicates the status of the feature. In automatic transfer mode, transfer of a call to a local user is only performed automatically if the user is free.

Note:

There is no automatic transfer between attendants.

After pressing the dynamic **Transfer** or **TransfOf** key, the **Configuration** window is active in the "Guide" window. **for example:**



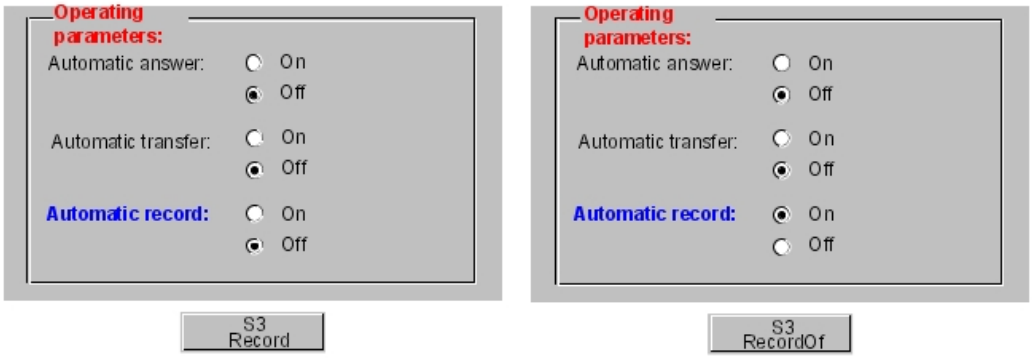
When the console is in **automatic answer** mode the **automatic answer** LED lights steady (see Alcatel-Lucent 4049 Professional Attendant Console - Console overview - LED group).

7.1.3 Automatic recording mode

Pressing the dynamic **RecordOf** / **Record** key activates or deactivates automatic conversation

recording mode. On-screen, a dot in the **On** or **Off** position indicates the status of the feature. When automatic recording is applied, any call established (internal or external) is automatically recorded on the recorder connected to the console.

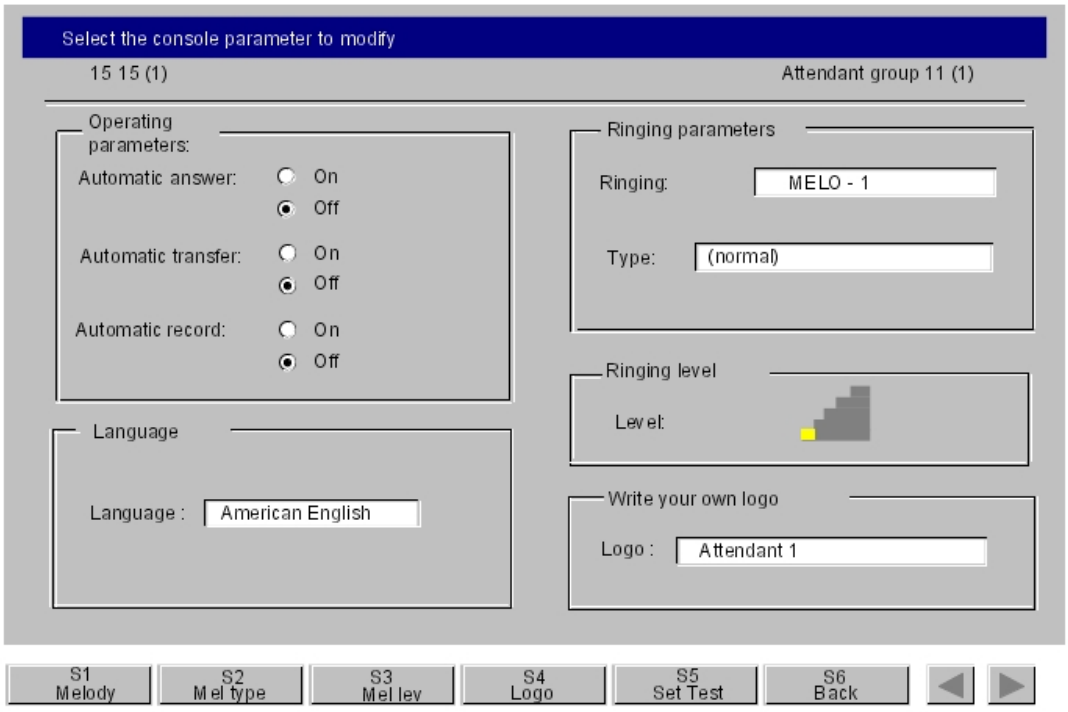
After pressing the dynamic **Record** or **RecordOf** key, the **Configuration** window is active in the "Guide" window, for example:



When automatic mode is not in effect, pressing the dynamic **Record** / **RecordOf** key starts/stops recording for each call in progress.

7.1.4 Physical settings (Console)

Pressing the dynamic **Console** key calls up the following screen:



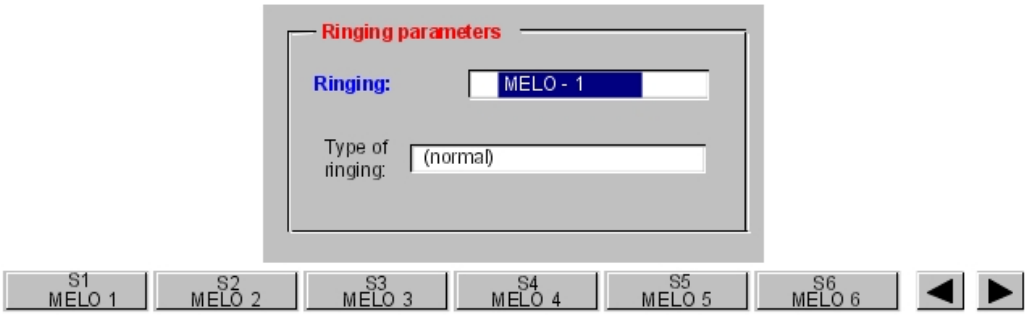
The following dynamic keys are available via the **Console** key:

- **Melody**:
  to select the ringing melody,
- **Mel type** :
  to select the type of ringing,
- **Mel level**:
  to adjust ringing volume level,
- **Logo**:
  to name the console,
- test the console and keyboard,

7.1.4.1 Selecting ringing melody

Press the dynamic **Melody** key to select the ringing melody.

After pressing the **Melody** key, the **Ringing parameters** panel appears in the “Guide” window:



- Press dynamic keys **MELO1** to **MELO10** to listen to and select a melody.

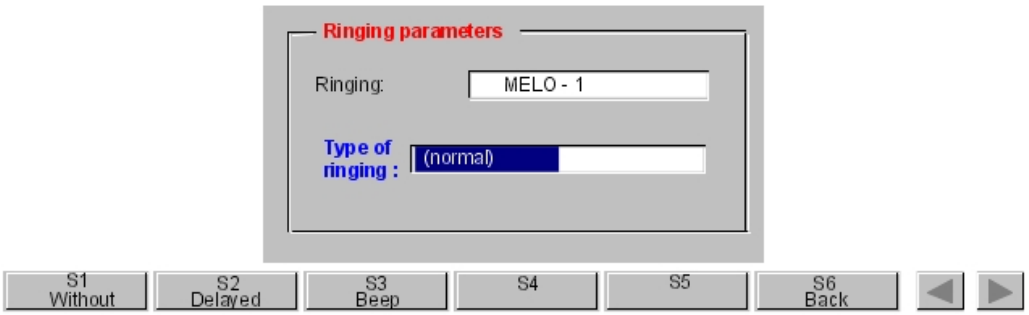
Press the keys to display the labels for dynamic keys **MELO6** to **MELO10** .

The selected melody is displayed on-screen and selection is confirmed by pressing the dynamic key **Back**.

7.1.4.2 Selecting ringing type

Press the dynamic **Mel type** key to select the type of ringing.

After pressing the dynamic **Mel type** key, the **Ringing parameters** panel appears in the “Guide” window:



Keys S1 to S3 can be in 2 different positions:

- S1: **Without** / **Normal** ,
- S2: **Delayed** /**Normal** ,
- S3: **Delayed** /**Beep** .

These keys have the following functions:

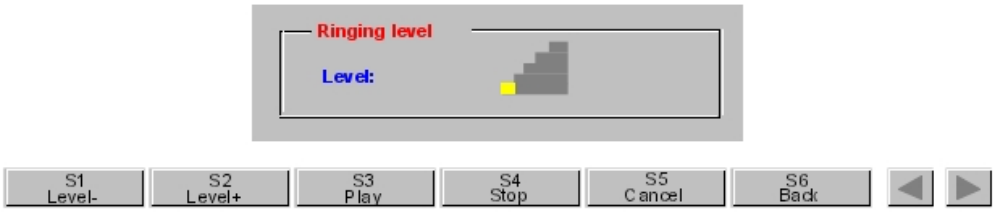
- **Without**:
  to delete the ringing,
- **Normal**:
  to select the ringing that is generated upon call presentation,
- **Delayed**:
  to select ringing that is generated (per timer) soon after call presentation,
- **Beep**:
  to precede ringing by a beep upon call presentation.

Selection is confirmed by pressing the dynamic key **Back**.

7.1.4.3 Setting the volume level

Press the dynamic key **Mel.Lev** to adjust the ringing volume.

After pressing the dynamic **Mel.Lev** key, the **Ringing level** panel appears in the “Guide” window,

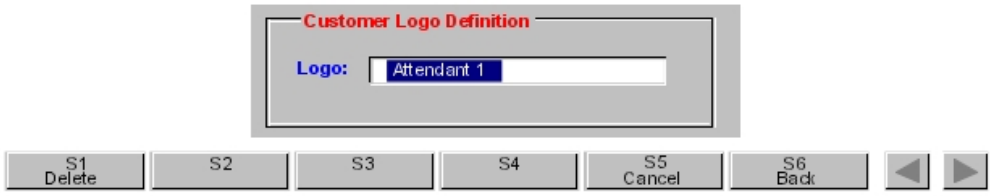


- Press the dynamic **Level-** and **Level+** keys to reduce or increase the volume (a level scale is displayed on-screen).
- Press the dynamic **Play** and **Stop** keys to play and stop the ringing.
  Confirm by pressing the dynamic key **Back**.

7.1.4.4 Modifying console name

Press the dynamic **Logo** key to name the console. When the console is at idle, this name will be displayed at the top of the screen.

After pressing the **Logo** key, the **Customer Logo Definition** panel appears in the "Guide" window,



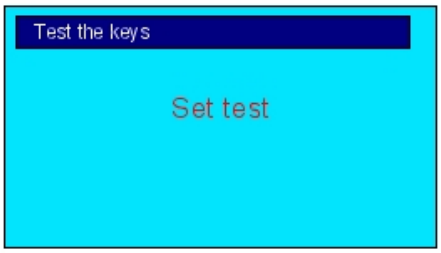
Enter the console name (24 characters maximum) via the keyboard. The dynamic **Delete** key can be used to delete the contents of the field and the key to delete the current character.

Confirm by pressing the dynamic key **Back**.

7.1.4.5 Testing the console

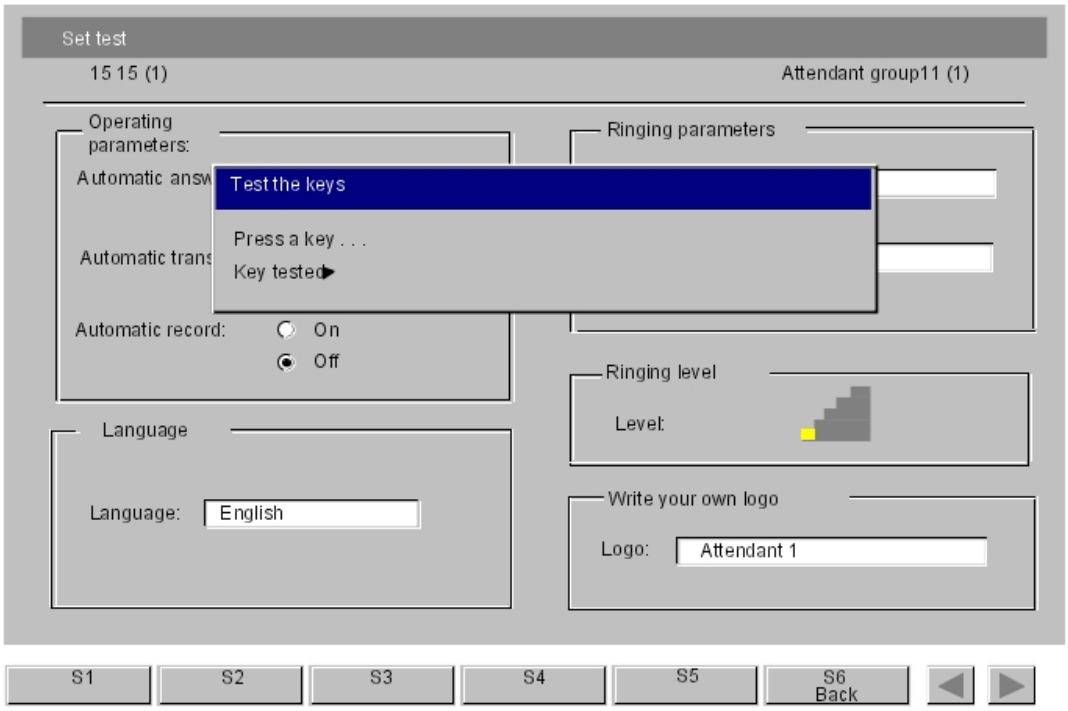
Press the dynamic key **Test** perform a quick console test.

Sample display:



The console and key LEDs flash and ringing sounds (hit any key to skip this mode).

After a timer, the console offers a test for keyboard keys:



The attendant can test each key on the console.

Each key tested by the attendant is displayed with the message "key tested":

press the dynamic key **Back** to exit **Test** mode.

7.1.5 Display language

Press the dynamic key **Language** to select the language used for displaying information on-screen.

After pressing the d **Language** key, the **Select your language** panel appears in the “Guide” window (see figure: Windows for **Guide** mode), for example:

The language is selected by pressing the corresponding dynamic key. This language replaces the language used previously in the **Language** section.

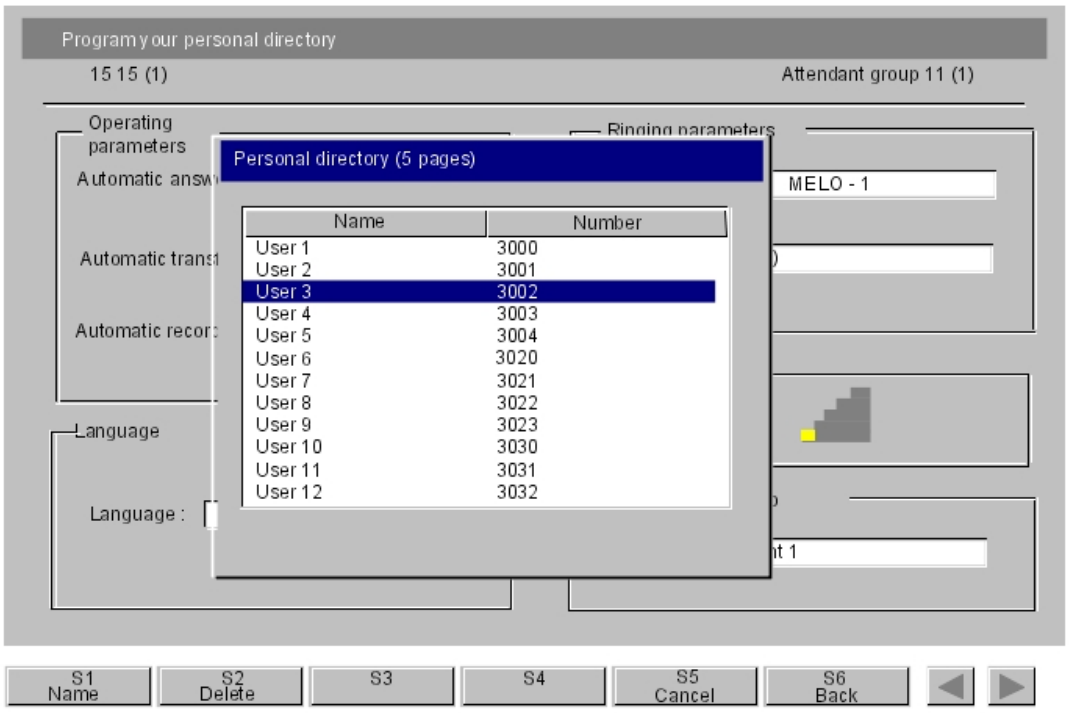
Press the keys to display other languages.

The languages available depend on the system configuration.

Confirm by pressing the dynamic key **Back**. The console will proceed through a reloading phase to apply the change.

7.1.6 Programming the personal directory

Pressing the dynamic key **PersDir** displays the first page (active window) for programming a personal directory list:



The personal directory consists of up to five (5) pages, each containing 12 entries. Each entry includes a name field (up to 16 characters) to record the name and a number field (up to 20 digits) to record the number. The selected field is displayed in reverse video.

Programming is performed on the keyboard, using the dynamic keys:

- **Number** or **Name**

  to access the Number/Name field of the selected position. By successively pressing the S1 key, the attendant selects **Number** or **Name** .

- **Delete**

  to erase the contents of the selected field.

Press the keys to change pages.

keys to access the Name/Number field of the previous or following position (reverse video).

Press the keys to move the cursor to the left or right in the selected field.

Press the key to delete the current character (character to the left of the cursor).

- Help with programming a number

During programming, after entering the name and with the cursor in the number field, the attendant can use the internal directory services to find the user's directory number. By entering the user's name, initials or name and first name in the number field and confirming the search with the corresponding dynamic keys, (**Name** , **Initials** or **Name/First Name**), the system displays the corresponding number directly in the field.

If there are several items that match the search, a directory window opens to display the results.

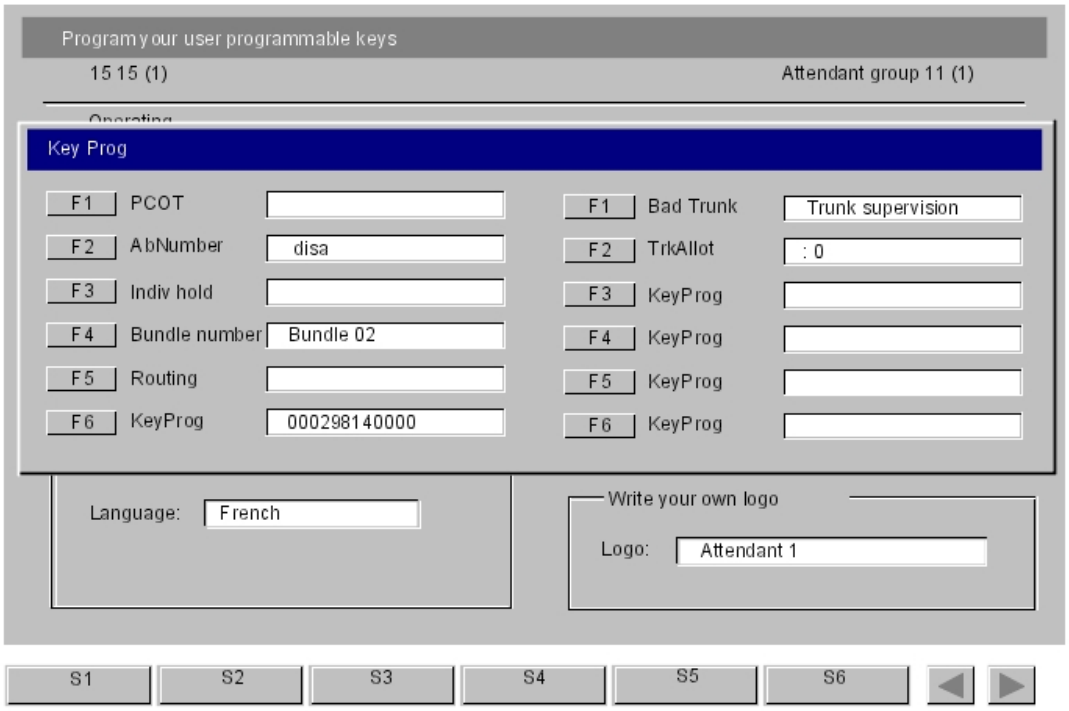
The attendant selects the user, either with the selector bar (reverse video) or with the keys and confirms the selection by pressing the **Enter** key, or by pressing the corresponding number keypad key (1 to #).

Any modifications are applied as soon as there is a change of field, position or page, or by pressing the dynamic key **Back**.

7.1.7 Programming the programmable keys

Press the dynamic **ProgUPK** key to program or modify the content of certain programmable keys.

After pressing the **ProgUPK** key, the content of the programmable keys is displayed on-screen, for example:



The keys are shown in order, from top to bottom and from left to right. After selecting a key, the setting to be modified is displayed in reverse video.

The attendant can program or modify the settings of the following keys:

- programmable key **KeyProg**: number,
- trunk group supervision key **BundlSup**: trunk group number,
- speed dialing key **SpdDialing** or **AbNumber**: speed dialing or abbreviated number,
- set supervision key **DSS/BLF**: directory number.

To modify or enter values for a programmable key, press the required key to display its content in reverse video. Press the **Enter** key on the keyboard to exit the programmable key.

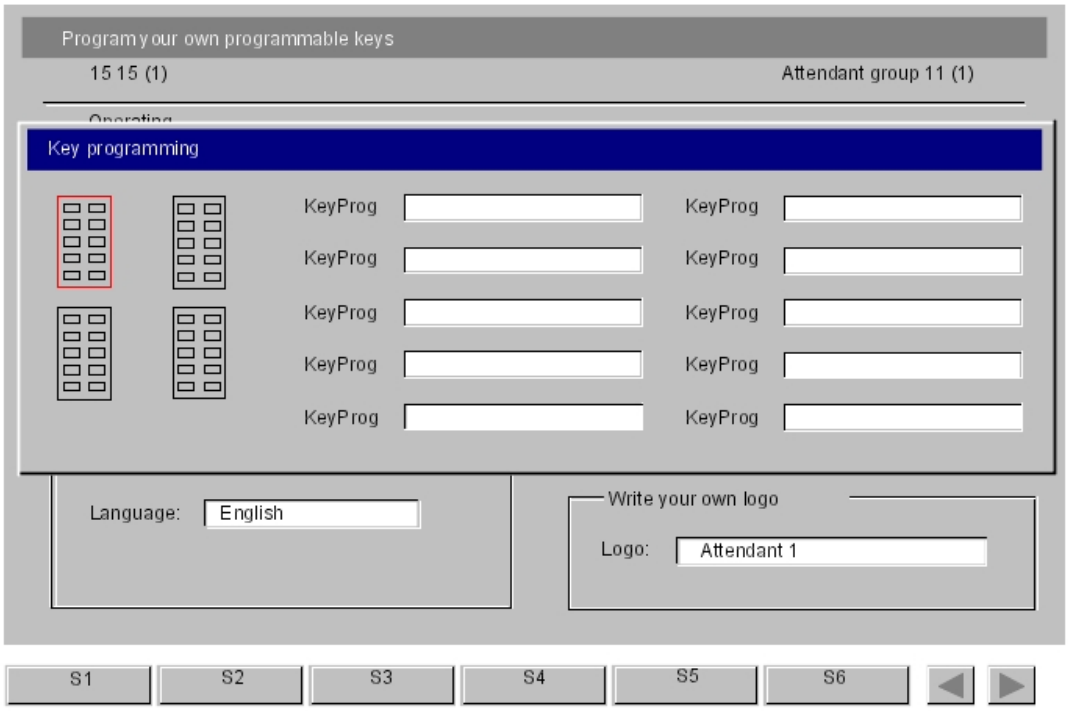
Any changes made are applied by pressing the dynamic **Back** key or the **Enter** key on the keyboard.

Note:

- *Programmable key 1 (the first key at the top left of the screen) is pre-programmed **PCOT** and cannot be modified.*
- *Programmable key names (**BundlSup** , **SpdDial** etc.) are established via system management.*

7.1.8 Programming an AOM

Press the dynamic **ProgAOM** key to program or modify the content of add-on module keys.



To select the group containing the required key, press the keys to reach the left or right group, or keys to reach the top or bottom group. When the group has been selected, press the add-on module key to be programmed.

The programming operations are then the same as those described for the programmable keys on the console.

Note:

*If there is no AOM connected to the keyboard, the **Prog AOM** key is not displayed.*

Caution:

The AOM extension keyboard connected must be a 40-key keyboard.

For programmable key features, see Alcatel-Lucent 4049 Professional Attendant Console - Programmable key features .

Chapter

8

Programmable key features

8.1 Directory number supervision

When a key is programmed **Directory Number Supervision** , pressing this key will directly trigger the call to the set. The attendant answers the call with the same key.

Status of the corresponding LED:

- off, if the set is idle and free,
- on, if the user is busy,
- rapid flashing if the user is calling the attendant console or has left a call-back request.
- flashing slowly if the user is put on hold.

A set can be supervised by one or more attendants. The directory number contained in this key can be modified by the attendant with the **Guide** feature.

When the keys are displayed, the name or directory number of the supervised set is displayed next to the corresponding **DSS/BLF** key.

8.2 Speed dialing numbers

An abbreviated number frequently used for external calls can be programmed directly on a key. Pressing the key dials the outgoing call as if it had been dialled on the keypad. The abbreviated number contained in this key can be modified by the attendant with the **Guide** function.

When the keys are displayed, the stored name or abbreviated number is displayed next to the corresponding **SpdDial** key.

8.3 Individual routing

This feature allows the attendant to route and supervise a call without placing it in the common waiting queue for redistribution.

When a call is being routed, the corresponding LED lights. If the set does not answer before the end of the routing timer, the LED flashes to indicate call's change to **urgent** status (individual routing does not increment normal wait counters or urgent wait counters).

As long as the set has not answered, the attendant can retrieve the call by pressing the routing key.

When the keys are displayed, the name, number or trunk group name of the two call parties are displayed next to the corresponding **IndCamp** key.

Note:

This key can be activated for a local call or outgoing call. It is used to transfer the call.

8.4 Network/network transfer

This feature is used to inter-connect two (2) external trunks via the system, a connection which can be released.

After answering an incoming call, the attendant makes an outgoing call and connects to an external party.

Pressing the network transfer key connects the two trunks and the corresponding LED lights. Pressing the key again results in attendant barge-in (break in) with the barge-in tone, and the corresponding LED flashes. The attendant exits the call and returns to supervision by pressing the key once more.

When the keys are displayed, the name, directory number or trunk group name of the two call parties are displayed next to the corresponding **TrTrunk** key.

Note:

This function can only be activated in the case of two external calls.

8.5 Trunk group supervision

This feature allows the attendant to monitor trunk group occupancy by means of the programmed key's LED.

Status of the corresponding LED:

- off, if there is at least one free trunk in the trunk group,
- on, if there is no trunk available in the trunk group.

If there are free trunks, pressing this key corresponds to a standard external trunk seize without dialing entry. The number of the trunk group contained in this key can be modified by the attendant with the **Guide** feature. When the keys are displayed, the name of the supervised trunk group is displayed next to the corresponding **BundlSup** key.

8.6 Out of service trunk supervision

This function warns the attendant of a trunk malfunction (no tone on seize). As soon as the system detects this, the LED of the corresponding programmed key lights.

Pressing this key one or several times, displays the number of the faulty link(s). The link can be isolated from the trunk group by a service operation (dynamic **Service** key).

When the keys are displayed, the number of faulty terminations is displayed next to the corresponding **BadTrunk** key.

8.7 Individual hold

The **Individual hold** feature is used to put an “incoming” or “outgoing” external caller on hold on a specific circuit. Pressing the key connects the caller to this individual circuit with on-hold music and the corresponding LED lights.

After the timer elapses, the LED starts to flash and the wait changes to **urgent** category. Several keys can be programmed for individual hold, depending on the size of the system.

From the idle state of the attendant console, the caller is retrieved by pressing this key. If the attendant console switches to **Inactive** mode, calls on-hold are redistributed after timing out.

Putting calls on hold does not increment normal or urgent wait counters. When the keys are displayed, the name of the caller or the name of the trunk group on-hold is displayed next to the corresponding **IndHold** key.

8.8 Call presentation

One or more traffic flows can be associated with one or more "**PCOT** " keys.
The LED associated with the programmed key is used for call supervision:

- **LED off**:
  no call in progress,
- **LED on**:
  at least one call present,
- **LED flashing**:
  at least one urgent call present,

The attendant presses the key to take the waiting call with the highest priority in the traffic flow(s) handled by the key.

In system management, this key can be dedicated to the following:

- All-entity NDDI trunk group calls,
- All-entity public DDI calls,
- All-entity private DDI (LIA) calls / internal calls,
- All-entity unanswered DDI calls,
- Private network calls to the attendant group,
- Public network calls to the attendant group,
- VIP calls (local or ISDN via abbreviated dialling),
- Other calls,
- VIP2 calls,
- Call-back,
- Common hold,
- Chained extend,
- Charged extend,
- Transfer between attendants,
- Individual attendant calls.

Within the an entity, this key can be dedicated to:

- Trunk group entity calls without dialing,
- Public entity DDI calls,
- Private entity DDI (LIA) internal calls,
- Unanswered DDI entity calls.

When the keys are displayed, an explicit label (defined via system management) is displayed next to the corresponding **PCOT** key.

Note:
"Programmable" key 1 is already programmed as a "call presentation" key. This allows the attendant to

take the call with the highest priority among those waiting and coming from traffic flows involving an external caller (external call, call-back, return from chaining, etc.).

8.9 Programmable

Keys defined as **Programmable** are made available to the attendant, who can program them using the **Guide** feature.

When the keys are displayed, the number programmed is displayed next to the corresponding **KeyProg** key.

Pressing this key makes the call directly with no dialing.

Note:
In the case of an external number of unknown format, the attendant should use the *fixed function key.*

8.10 Transfer with privilege

This feature is used by the attendant to allow a caller to dial outside when his/her public network access class of service does not allow this.

To do this, the programmable key must contain the seize prefix and the corresponding public network access class of service.

While in conversation with the user, the attendant presses this key to authorize this user to dial an external number.